



## System Messages

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This section lists messages alphabetically by facility and mnemonic.

### AAA Messages

This section contains authentication, authorization, and accounting messages.

#### AAA-2

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

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

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

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

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

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



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

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

**Explanation** AAA internal error.

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

## AAA-3

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Explanation** Resource failure.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## AAA-6

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

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

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

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

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

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

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

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

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

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

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

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

## AAAA Messages

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

### AAAA-3

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

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

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

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

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

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

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

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

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

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

**Explanation** An internal error has occurred

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Explanation** An internal error has occurred

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

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

**Explanation** An internal software error.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Explanation** An internal software error.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Recommended Action** Free up some memory.

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

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

**Recommended Action** Free up some memory.

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

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

**Recommended Action** Free up some memory.

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

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

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

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

**Explanation** An internal error has occurred

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

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

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

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

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

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

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

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

**Explanation** An internal error has occurred

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

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

**Explanation** An internal error has occurred

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

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

**Explanation** An internal software error.

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

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

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

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

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

**Explanation** An internal error has occurred

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

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

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

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

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

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

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

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

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

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

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

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

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

## AAAA-4

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Explanation** A AAA accounting start message.

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

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

**Explanation** A AAA accounting stop message.

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

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

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

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

## AAL-5

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## AAA\_CACHE Messages

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

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

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

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

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

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

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

## AC Messages

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Explanation** An internal L2SS Manager occurred.

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

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

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

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

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

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

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

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

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

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

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

**Explanation** L2SS receive unexpected message.

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

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

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

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

# ACCESS\_IE Messages

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

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

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

# ACE Messages

This section contains access control encryption messages.

## ACE-2

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

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

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

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

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

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

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

## ACE-3

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

**Explanation** ACE initialization sequence failed.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Explanation** ACE initialization sequence failed.

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

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

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

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

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

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

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

**Recommended Action** Reset the hw module

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

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

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

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

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

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

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

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

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

## ACE-6

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

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

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

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

**Explanation** This is informational message from ACE

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

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

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

**Recommended Action** No action is necessary.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## ACLMERGE-3

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

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

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

## ACLMGR-2

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

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

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

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

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

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

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

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

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

## ACLMGR-3

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## ACL\_HDL\_HA\_API-3

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Recommended Action**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## ADJ Messages

This section contains adjacency (ADJ) subsystem messages.

### ADJ-3

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

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

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

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

**Explanation** An internal software error occurred.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

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

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

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

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

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

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

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

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

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

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

**Explanation** An internal software error occurred.

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

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

**Explanation** An internal software error occurred.

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

## ADJ-5

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

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

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

## AFLSEC

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

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

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

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

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

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

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

## AGGMGR

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

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

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

## AIP

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

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

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

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

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

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

## ALARM

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

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

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

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

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

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

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

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

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

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

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

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

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

**Error Message** %ALARM-3-UNAVAILABLE: Max number of alarm sources exceeded

**Explanation** Too many alarm sources were added by the system

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

**Error Message** %ALARM-3-UNAVAILABLE: Minor alarm condition detected

**Explanation** An minor alarm event has happened, it does not affect the system service, but needs attention.

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

**Error Message** %ALARM-3-UNAVAILABLE: No alarm messages left

**Explanation** There we no more alarm messages available in the message cache

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

**Error Message** %ALARM-3-UNAVAILABLE: OUT of Memory: %s

**Error Message** %ALARM-3-UNAVAILABLE: Unknown Alarm Severity Class

**Explanation** The alarm status tables contain an alarm entry with an unknown alarm severity class.

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

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

**Explanation** A trace that shows where the previous ALIGN error occurred.

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

## ALIGN Messages

This section contains ALIGN messages.

### ALIGN-3

**Error Message** %ALIGN-3-TRACE: -Traceback= %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** A trace that shows where the previous ALIGN error occurred.

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

**Error Message** %ALIGN-3-UNAVAILABLE: -Traceback= %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** A trace that shows where the previous ALIGN error occurred.

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

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

**Error Message** %ALIGN-3-UNAVAILABLE: -Traceback= %s

**Explanation** A trace that shows where the previous ALIGN error occurred.

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

**Error Message** %ALIGN-3-UNAVAILABLE: Alignment correction made at %s %sing %s

**Explanation** A software component within the router needs memory optimization.

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

**Error Message** %ALIGN-3-UNAVAILABLE: Alignment correction made at 0x%x %sing 0x%x

**Explanation** A software component within the router needs memory optimization.

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

**Error Message** %ALIGN-3-UNAVAILABLE: Alignment log is full - no new entries will be recorded

**Explanation** The router identified more software components in need of memory optimization than it can record.

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

**Error Message** %ALIGN-3-UNAVAILABLE: Spurious memory access made at %s reading %s

**Explanation** An attempted but illegal access to a low memory address within a software component in the router has been temporarily blocked.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show alignment** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show alignment** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %ALIGN-3-UNAVAILABLE: Spurious memory access made at 0x%x reading 0x%x

**Explanation** An attempted but illegal access to a low memory address within a software component in the router has been temporarily blocked.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show alignment** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show alignment** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %ALIGN-3-UNAVAILABLE: Spurious memory access made at 0x%x reading 0x%x

**Explanation** An error was identified (and temporarily corrected) within a software component in the router.

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

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

**Error Message** %ALIGN-3-UNAVAILABLE: Warning : read access failed at %s, still continuing

**Explanation** In ls1010 read access failures do not make the box reload. They can be caused by either a bad register value in the asp ver 3.3 or earlier or a real problem in the hardware

**Recommended Action** If the ASP version is 3.3 or more, report it to your technical support representative.

**Error Message** %ALPS-3-UNAVAILABLE: ALPS: Assertion failed: %s

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

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

## ALPS Messages

This section contains Airline Product Set (ALPS) messages.

### ALPS-3

**Error Message** %ALPS-3-UNAVAILABLE: ALPS: Assertion failed: %s

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

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

**Error Message** %ALPS-3-UNAVAILABLE: ASCU %02x on interface %s has an internal FSM error.

**Explanation** Internal error.

**Recommended Action** Turn debug flags on, capture traces & contact Cisco technical support

**Error Message** %ALPS-3-UNAVAILABLE: Polling for ASCU %02x on interface %s is stalled.

**Explanation** The polling mechanism for an ALPS interface has become stuck.

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

## ALPS-5

**Error Message** %ALPS-5-ASCU\_DISABLED\_ASCU\_STUCK: ASCU [hex] on interface [chars] has been disabled since 4 consecutive messages were received from same SID.

**Explanation** An ALPS agent set control unit (ASCU) has been automatically disabled.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-ASCU\_DOWN: ASCU [hex] on interface [chars] is down.

**Explanation** An ALPS agent set control unit (ASCU) has transitioned from up to down.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-ASCU\_UP: ASCU [hex] on interface [chars] is up.

**Explanation** An ALPS agent set control unit (ASCU) has transitioned from down to up.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-CIRCUIT\_CLOSED: Circuit [chars] changed state to closed, rsn = [chars].

**Explanation** An ALPS circuit has transitioned from open to closed

**Recommended Action** No action is required.

**Error Message** %ALPS-5-CIRCUIT\_OPEN: Circuit [chars] changed state to open.

**Explanation** An ALPS circuit has transitioned from closed to open.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-PEER\_CLOSED\_DYNAMIC\_INACTIVITY: Peer ([IP\_address], [chars]) closed due to inactivity.

**Explanation** An ALPS peer connection is now closed due to inactivity.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-PEER\_CONN\_ID\_CHANGE: Peer ([IP\_address], [chars]) ID modified to ([IP\_address], [chars]).

**Explanation** An ALPS peer connection identifier has changed.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-PEER\_OPEN: Peer ([IP\_address], [chars]) changed state to open.

**Explanation** An ALPS peer connection is now open.

**Recommended Action** No action is required.

**Error Message** %ALIGN-3-UNAVAILABLE: Warning : read access failed at %s, still continuing

**Explanation** In ls1010 read access failures do not make the box reload. They can be caused by either a bad register value in the asp ver 3.3 or earlier or a real problem in the hardware

**Recommended Action** If the ASP version is 3.3 or more, report it to your technical support representative.

## ALPS-5

**Error Message** %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s has been disabled since 4 consecutive messages were received from same SID.

**Explanation** An ALPS ASCU has been automatically disabled.

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

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

**Error Message** %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s is down.

**Explanation** An ALPS ASCU has transitioned from up to down.

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

**Error Message** %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s is up.

**Explanation** An ALPS ASCU has transitioned from down to up.

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

**Error Message** %ALPS-5-UNAVAILABLE: Circuit %s changed state to closed, rsn = %s.

**Explanation** An ALPS circuit has transitioned from open to closed

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

**Error Message** %ALPS-5-UNAVAILABLE: Circuit %s changed state to open.

**Explanation** An ALPS circuit has transitioned from closed to open.

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

**Error Message** %ALPS-5-UNAVAILABLE: Peer (%i, %s) ID modified to (%i, %s).

**Explanation** An ALPS peer connection identifier has changed.

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

**Error Message** %ALPS-5-UNAVAILABLE: Peer (%i, %s) changed state to closed.

**Explanation** An ALPS peer connection is now closed.

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

**Error Message** %ALPS-5-UNAVAILABLE: Peer (%i, %s) changed state to open.

**Explanation** An ALPS peer connection is now open.

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

**Error Message** %ALPS-5-UNAVAILABLE: Peer (%i, %s) closed due to inactivity.

**Explanation** An ALPS peer connection is now closed due to inactivity.

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

## ALPS-6

**Error Message** %ALPS-6-UNAVAILABLE: Circuit %s has entered a congested state.

**Explanation** An ALPS circuit is experiencing congestion.

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

**Error Message** %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Confirm with a list of rejected ascus

**Explanation** An ALPS circuit sent a Circuit Open Request message and received a Circuit Open Confirm with a list of rejected ascus.

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

**Error Message** %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Failed message, rsn = %s.

**Explanation** An ALPS circuit sent a Circuit Open Request message and received a Circuit Open Failed message as a reply.

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

**Error Message** %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Failed message, rsn = %s.

**Explanation** An ALPS circuit sent a Circuit Update message and received a Circuit Open Failed message as a reply.

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

**Error Message** %ALPS-6-UNAVAILABLE: Host unresponsive on X.25 VC for circuit %s

**Explanation** The X.25 or EMTOX host is not advancing the transmit window for extended periods of time. This may be indicative of a temporary problem with the host application. An X.25 Reset is sent to reset the transmit and receive windows to allow communication to proceed.

**Recommended Action** None

**Error Message** %ALPS-6-UNAVAILABLE: Peer (%i, %s) has entered a congested state.

**Explanation** An ALPS peer connection is experiencing congestion.

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

**Error Message** %ALPS-6-UNAVAILABLE: Peer (%i, %s) has exited a congested state.

**Explanation** An ALPS peer connection is no longer experiencing congestion.

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

**Error Message** %ALPS-6-UNAVAILABLE: Peer (%i, %s) open failed, rsn = %s

**Explanation** An ALPS peer connection attempted to open, but failed to open.

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

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

## ALPS-7

**Error Message** %ALPS-7-UNAVAILABLE: Circuit %s has exited a congested state.

**Explanation** An ALPS circuit is no longer experiencing congestion.

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

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for TCP Queue overflow peer drops for peer (%i, %s).

**Explanation** The number of ALPS peer drops due to queue overflow exceeds the ALPS peer threshold value.

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

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for X.25 VC Reset drops for circuit %s

**Explanation** The number of ALPS circuit drops due to X.25 VC Reset exceeds the ALPS circuit threshold value.

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

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

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for circuit disabled drops for circuit %s

**Explanation** The number of ALPS circuit drops due to circuit disabled exceeds the ALPS circuit threshold value.

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

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for invalid ASCU drops for circuit %s

**Explanation** The number of ALPS circuit drops due to invalid ASCU identifier exceeds the ALPS circuit threshold value.

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

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for lifetime timer expiration drops for circuit %s

**Explanation** The number of ALPS circuit drops due to lifetime timer expiration exceeds the ALPS circuit threshold value.

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

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

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for maximum size exceeded drops for peer (%i, %s).

**Explanation** The number of ALPS peer drops due to maximum size exceeded exceeds the ALPS peer threshold value.

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

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for peer unreachable peer drops for peer (%i, %s).

**Explanation** The number of ALPS peer drops due to a peer unreachable condition exceeds the ALPS peer threshold value.

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

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for queue overflow drops for circuit %s

**Explanation** The number of ALPS circuit drops due to queue overflow exceeds the ALPS circuit threshold value.

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

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**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for version mismatch peer drops for peer (%i, %s).

**Explanation** The number of ALPS peer drops due to version mismatch exceeds the ALPS peer threshold value.

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

## AMDP2-FE-1

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s CSR%d=0x%04x

**Explanation** The interface could not access system resources for a long time. This problem may occur under very heavy loads.

**Recommended Action** The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s CSR%d=0x%04x

**Explanation** The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

**Recommended Action** Try resetting the interface by doing a **shutdown** followed by a **no shutdown**. If the message recurs, try reseating the Port Adaptor. If reseating also does not work call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s MII transceiver not connected

**Explanation** The MII transceiver was disconnected while the MII port was selected.

**Recommended Action** Connect the transceiver and enter the **shut** and **no shut** commands for the interface in the configuration menu.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s, Init failed, CSR%d=0x%04x

**Explanation** The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s, Memory error, CSR%d=0x%04x

**Explanation** The interface could not access system resources for a long time. This problem may occur under very heavy loads.

**Recommended Action** The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: 2FE PA not supported on NPE100, shutting down bay

**Explanation** 2FE PA is not supported on a 7200 with NPE100.

**Recommended Action** NPE150 or better is needed for 2FE PA.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The software could not identify the interface card.

**Recommended Action** Power down, reseal the interface card, and reboot. If the message recurs, call your technical support representative for assistance.

## AMDP2-FE-2

**Error Message** %AMDP2\_FE-2-UNAVAILABLE: %s hardware does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

**Error Message** %AMDP2\_FE-2-UNAVAILABLE: Interface %s does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

## AMDP2-FE-3

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s spurious chip init, CSR%d=0x%04x

**Explanation** An illegal condition indicating initialization done has occurred.

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

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s transmit error

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s, Spurious chip interrupt, CSR%d=0x%04x

**Explanation** An illegal condition indicating initialization done has occurred.

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

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s, packet buffer, pak=0x%x

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s, transmit error

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: Bad packet with %d particles, pak=0x%x

**Explanation** The software detected an invalid packet.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: Slot %d device ID seen as %x, expected %x

**Explanation** The software could not recognize the interface chips.

**Recommended Action** Power down, reseal the interface card, and reboot. If the message recurs, call your technical support representative for assistance.

## AMDP2-FE-4

**Error Message** %AMDP2\_FE-4-UNAVAILABLE: %s transmit problem, CSR0=%x

**Explanation** The transmitter has been on the channel longer than the timetaken to transmit the largest frame

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-4-UNAVAILABLE: %s, Spurious interrupt error, CSR0=%x

**Explanation** An illegal condition encountered during initialization.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-4-UNAVAILABLE: %s, transmit problem, CSR0=%x

**Explanation** The transmitter has been on the channel longer than the time taken to transmit the largest frame.

**Recommended Action** The system should recover. No action is required.

## AMDP2-FE-5

**Error Message** %AMD79C971\_FE-5-UNAVAILABLE: Failed to suspend the amd79c971 chip

**Explanation** Failed to suspend the amd79c971 chip

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

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

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s cable/transceiver problem?

**Explanation** The cable and/or transceiver is not connected.

**Recommended Action** Connect the cable and/or transceiver.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s transmit error

**Explanation** Late collisions occurred on the Ethernet/Fast Ethernet interface. When a collision occurs after the preamble has been transmitted then such a collision is called a LATE collision. The packet will be retransmitted, but this condition could also indicate that another device is failing to detect when the network is in use.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s, Excessive collisions, TDR=%d, TRC=%d.

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s, lost carrier. cable/transceiver problem?

**Explanation** The cable and/or transceiver is not connected.

**Recommended Action** Connect the cable and/or transceiver.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s, transmit error

**Explanation** Late collisions occurred on the Ethernet/Fast Ethernet interface.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: The Internal Ethernet Interface is not configurable

**Explanation** The internal ethernet is for system use only.

**Recommended Action** No action is required.

## AMDP2-FE-6

**Error Message** %AMDP2\_FE-6-UNAVAILABLE: %s TDR=%d, TRC=%d

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AP-1-UNAVAILABLE: Distributed DOS attack

**Explanation** This message indicates that the auth-proxy router is possibly under a Distributed DOS attack. It has received more than 512 HTTP connections with no data.

**Recommended Action** This is a potential DDOS attack.

## AP Messages

This section contains Authentication Proxy (AP) messages.

### AP-1

**Error Message** %AP-1-AUTH\_PROXY\_DDOS\_ATTACK: Distributed DOS attack

**Explanation** This message indicates that the auth-proxy router is possibly under a Distributed DOS attack. It has received more than 512 HTTP connections with no data.

**Recommended Action** This is a potential DDOS attack.

**Error Message** %AP-1-UNAVAILABLE: IP-address %i has exceeded the maximum retry limit  
AUDITSESSID=%s

**Explanation** This message indicates that a host has exceeded the maximum allowed limit for login-attempts. The host may be infected by a virus which is continuously sending HTTP requests.

**Recommended Action** This maybe a potential DOS attack and the source should be shunned. It may also be a false alarm wherein the user is making legitimate attempts to log in.

**Error Message** %AP-1-UNAVAILABLE: POLICY=%s | POLICYNAME=%s | IP=%i | ERROR=|  
AUDITSESSID=%s

**Explanation** This message indicates that the specified policy was not applied for the given host IP due to the reason specified as Error.

**Recommended Action** In case of HOST ACL policy verify if an input access list is defined and configured on interface. While for URL REDIRECT ACL policy needs url-redirect VSA to have an associated access control list url-redirect-acl VSA, that is used to determine HTTP redirect criteria.

HTTP packets matching the access control list will be subjected to redirection. In case the 'url-redirect-acl' access control list is not specified or is not configured, the host will not be setup for HTTP redirection.

**Error Message** %AP-1-UNAVAILABLE: Possible DOS attack from source IP-address %i|  
AUDITSESSID=%s

**Explanation** This message indicates that a host is continuously opening HTTP connections through the auth-proxy without sending data on them. This can potentially be a DOS attack.

**Recommended Action** This is a potential DOS attack the source should be shunned. It may also be a false alarm wherein a user is connecting to an HTTP server via a telnet like program to port 80.

## AP-4

**Error Message** %AP-4-AUTH\_PROXY\_NOMEM: Sufficient memory was not available to %s

**Explanation** There was not enough memory to perform the specified operation.

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

**Error Message** %AP-4-POSTURE\_EXCEED\_MAX\_INIT: Exceeded maximum limit (%d) on entries in authentication proxy posture cache in initializing state

**Explanation** This message indicates that the number of entries in authentication proxy posture cache which are in INIT state has exceeded the maximum limit.

**Recommended Action** This may be a potential Denial of Service attack.

**Error Message** %AP-4-UNAVAILABLE: Exceeded maximum limit (%d) on entries in authentication proxy posture cache in initializing state

**Explanation** This message indicates that the number of entries in authentication proxy posture cache which are in INIT state has exceeded the maximum limit.

**Recommended Action** This may be a potential Denial of Service attack.

**Error Message** %AP-4-UNAVAILABLE: Sufficient memory was not available to %s

**Explanation** There was not enough memory to perform the specified operation.

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

## AP-5

**Error Message** %AP-5-UNAVAILABLE: Event=AAA %s. HOST=%i | POLICY %s=%s. |  
AUDITSESSID=%s

**Explanation** This messages notifies that AAA servers defined by the methodlist are unreachable for the given host and the policy being applied.

**Recommended Action** The failure is due to unreachable AAA servers.

## AP-6

**Error Message** %AP-6-POSTURE\_DOWNLOAD\_ACL: Send AAA request to download (%s) named  
access control list

**Explanation** This message indicates the router has send a request to AAA to get the contents of the specified downloadable access control list.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-POSTURE\_POLICY: %s %s (%s) policy for host (%i)

**Explanation** This message specifies the policy enforced or removed for the specified host. The policy could be either an access control list or a URL to which any intercepted HTTP traffic would be redirected.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-POSTURE\_START\_VALIDATION: IP=%i | Interface=%s | AUDITSESSID=%s

**Explanation** This message indicates the router has created an entry for the host in authentication proxy posture cache and has initiated posture validation process.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: %s %s (%s) policy for host (%i)

**Explanation** This message specifies the policy enforced or removed for the specified host. The policy could be either an access control list or a URL to which any intercepted HTTP traffic would be redirected.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: IP=%i | Interface=%s | AUDITSESSID=%s

**Explanation** This message indicates the router has created an entry for the host in authentication proxy posture cache and has initiated posture validation process.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: IP=%i | MAC=%u | PROFILE\_NAME=%s | EVENT=%s | AUDITSESSID=%s

**Explanation** This message indicates a fallback to authproxy has been initiated/terminated for the given host.

**Recommended Action** No action required

**Error Message** %AP-6-UNAVAILABLE: IP=%i | STATE=%s | AUDITSESSID=%s

**Explanation** This message indicates the change of posture validation state of the specified host in the authentication proxy posture validation cache.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: Send AAA request to download (%s) named access control list

**Explanation** This message indicates the router has send a request to AAA to get the contents of the specified downloadable access control list.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: initiator (%i) send %u packets %u bytes; duration time %s | AUDITSESSID=%s

**Explanation** This message documents the transaction log of network activities of auth-proxy. The message is issued at the stop of each auth-proxy cache and it records the source addresses, the number of bytes transmitted by the client, and the cache duration time.

**Recommended Action** This message is for informational purposes only, and can be used to collect the basic accounting for the proxied caches.

**Error Message** %AP-6-UNAVAILABLE: initiator (%i) start | AUDITSESSID=%s

**Explanation** This message documents the transaction log of network activities of auth-proxy. The message is issued at the start of each auth-proxy cache and it records the source addresses.

**Recommended Action** This message is for informational purposes only, and can be used to collect the basic accounting for the proxied sessions.

# APS Messages

This section contains Automatic Protection Switching (APS) messages.

## APS-1

**Error Message** %APS-1-UNAVAILABLE: No Active Port In Group %s

**Explanation** After an active interface failure, the system switches over to the standby interface if APS has been enabled. This message is posted if after a switchover the system finds no active interface, i.e. both working and protection interfaces are found to be nonoperational.

**Recommended Action** Isolate the cause of failure on both working and protection interfaces.

## APA-2

**Error Message** %APS-2-UNAVAILABLE: %s %d

**Explanation** APS software detected an internal error

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

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

**Explanation** A software error occurred during initialization of the APS subsystem

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

**Error Message** %APS-2-UNAVAILABLE: Group %s: Channel Config Mismatch

**Explanation** Working and Protection interfaces do not point to the same path on local and remote network elements

**Recommended Action** Configure working and protection interfaces to point to the same path on local and remote network elements

**Error Message** %APS-2-UNAVAILABLE: Group %s: Channel Mismatch - %s

**Explanation** This message is posted by the local network element, if the received bridged channel number (in the REVERSE-REQUEST from the remote network element) does not match the request channel number in the APS request sent by the local network element. This message is relevant only for bidirectional operation. For 1+1 APS, this message should normally be not posted unless a) the transmit bridged channel number in the REVERSE-REQUEST from remote is somehow corrupted or b) there is a bug in the APS software itself.

**Recommended Action** Check for any failures on the APS communication channel. If APS communication channel is operational, contact Cisco TAC.

**Error Message** %APS-2-UNAVAILABLE: Group %s: Far End Prot Failure - %s

**Explanation** This message is posted by the local network element if it detects a Far End Protection Failure condition. The Far End Protection Failure condition is detected if the Far End Protection Defect count exceeds a threshold. A Far End Protection Defect is detected when the local network element receives a remote APS message with request set to SF (Signal Fail) and request channel set to 0 (NULL or Protection channel).

**Recommended Action** Isolate the cause of failure on the protection channel on the remote network element.

**Error Message** %APS-2-UNAVAILABLE: Group %s: Mode Mismatch - %s

**Explanation** This message is posted by the local network element if the local APS group has been configured for bidirectional operation but the associated remote APS group has been configured for unidirectional operation. This message indicates that a mismatch in mode (unidirectional or bidirectional) has been detected.

**Recommended Action** Configure the remote APS group for bidirectional operation.

**Error Message** %APS-2-UNAVAILABLE: Group %s: Prot Switch Byte Failure - %s

**Explanation** This message is posted by the local network element if a Protection Switch Byte Failure is detected. A Protection Switch Byte Failure is detected when the Protection Switch Byte defect count exceeds a threshold. A Protection Switch Byte Defect is detected when one of the following happens: 1) The remote APS request is not one of the supported requests. 2) The remote APS request channel number is invalid. For 1+1 APS, the channel number must be 0 or 1. 3) Operation is bidirectional and neither local nor remote network element is sending a REVERSE-REQUEST, and the remote APS request is of lower priority than the local APS request. 4) Operation is bidirectional and the sequence number in the remote APS REVERSE-REQUEST does not match the sequence number of the most recent APS request sent by the local network

element. This error is posted if a) the APS request is somehow corrupted, or b) there is a bug in the APS software itself or c) if the APS communication between two network elements is broken, e.g. local network element can send and receive, whereas the remote network element can send but not receive.

**Recommended Action** Check for failures on the APS communication channel. Isolate the cause for such failures and restore the communication channel to working condition.

## APS-3

**Error Message** %APS-3-UNAVAILABLE: %s Port Fail On %s

**Explanation** This message is posted when APS subsystem receives a port fail indication from the driver subsystem. This message indicates that the specified interface has detected a failure condition (e.g. Loss Of Light).

**Recommended Action** Isolate the cause of the failure and restore the interface to normal operational condition.

## APS-6

**Error Message** %APS-6-UNAVAILABLE: Auto-Failover - Group %s

**Explanation** This message is posted if APS hardware successfully switched over to the standby interface after the failure of the active interface. This is informational only.

**Recommended Action** Isolate the cause of failure of the previous active interface and restore it to a working condition.

**Error Message** %APS-6-UNAVAILABLE: Disable Auto-Failover On %s

**Explanation** APS has disabled auto-failover for the indicated group

**Recommended Action** Show aps group.

**Error Message** %APS-6-UNAVAILABLE: Enable Auto-Failover On %s

**Explanation** This message is posted when APS software enables hardware to perform APS actions for failures detected by the hardware. This is informational only.

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

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

**Error Message** %APS-6-UNAVAILABLE: Group %s - %s channel is now ACTIVE

**Explanation** This message is posted when a previously standby channel becomes the active channel. This is informational only.

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

**Error Message** %APS-6-UNAVAILABLE: Group %s: Mode Mismatch - %s

**Explanation** This message is posted by the local network element if the local APS group has been configured for bidirectional operation but the associated remote APS group has been configured for unidirectional operation. This message is posted after the local network element detects the mismatch and changes the operation to unidirectional.

**Recommended Action** Configure the remote APS group for bidirectional operation.

**Error Message** %APS-6-UNAVAILABLE: Group %s: Remote Request - %s

**Explanation** This message is posted by the local network element after an APS switchover that is triggered by an APS request from the remote network element. This is informational only.

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

# ARAP Messages

## ARAO-0

**Error Message** %ARAP-0-UNAVAILABLE: TTY %d

**Explanation** An internal software error occurred.

**Recommended Action** Report this error to your technical support representative.

**Error Message** %ARAP-0-UNAVAILABLE: TTY %d

**Explanation** An internal software error occurred.

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

**Error Message** %ARAP-0-UNAVAILABLE: TTY %d: VS queued error

**Explanation** An internal software error occurred.

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

**Error Message** %ARAP-0-UNAVAILABLE: TTY %d: arg msg bad %x

**Explanation** The router received an invalid packet during ARAP MNP4 connection setup phase.

**Recommended Action** Check for excessive line noise. Check the ARAP client software configuration for possible problems.

## ARAP-2

**Error Message** %ARAP-2-UNAVAILABLE: TTY %d: Could not malloc log

**Explanation** Memory not available for internal MNP4 logging.

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

## ARAP-3

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: Bad packet type in arap\_send\_msg

**Explanation** Internal data structures are corrupted.

**Recommended Action** Check for abnormally high CPU usage.

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: arap callback aborted

**Explanation** An unexpected message was received during the Microcom Networking Protocol version 4 (MNP4) link setup.

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

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: arap expected message timeout

**Explanation** The software timed out during the MNP4 link setup.

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

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

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: arap input error

**Explanation** ARAP connection was terminated without a known cause.

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

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: unhandled configuration command

**Explanation** A configuration command was not recognized.

**Recommended Action** Check the configuration file on the server for any invalid configuration commands.

## ARAP-4

**Error Message** %ARAP-4-UNAVAILABLE: TTY %d: ARAP connection failed: %s

**Explanation** The ARA protocol client was denied access, probably due to a configuration problem on the server. The error message should indicate the problem. This message does not indicate access denials due to bad passwords.

**Recommended Action** Investigate the problem reported in the error message.

**Error Message** %ARAP-4-UNAVAILABLE: TTY %d: arap TACACS is configured but extended TACACS is not.

**Explanation** Terminal Access Controller Access Control System (TACACS) authentication failed because extended TACACS is not configured.

**Recommended Action** Configure extended TACACS.

## ARAP-5

**Error Message** %ARAP-5-UNAVAILABLE: TTY %d: ARAP invalid packet received

**Explanation** A corrupted packet reached the ARA protocol code.

**Recommended Action** Check for excessive CPU usage or excessive line noise.

**Error Message** %ARAP-5-UNAVAILABLE: TTY %d: ARAP unexpected initialization packet %s

**Explanation** The startup negotiation between a client and the ARA protocol server fell out of order. If this message is received sporadically, it indicates line noise.

**Recommended Action** If this message recurs, reinstall the ARA client software.

## ARAP-6

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d

**Explanation** The router repeated resending of MNP4 packets as the Macintosh client failed to acknowledge previously resent packets.

**Recommended Action** If this error message persists for several ARAP connections report it to your technical support representative.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d

**Explanation** The router resent MNP4 packets maximum number of times without receiving an acknowledgement.

**Recommended Action** To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: ARAP ended for user %s; address %A; %d seconds connected

**Explanation** This message appears only when ARA protocol logging is configured. The message notes that an ARA protocol user has logged out.

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

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

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: ARAP started for user %s; address %d.%d

**Explanation** This message appears only when ARA protocol logging is configured. The message notes that an ARA protocol user has logged in.

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

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: MNP4 input disconnect

**Explanation** This indicates that the router received disconnect request from the remote Macintosh client.

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

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: MNP4 timeout error

**Explanation** The router is dropping the connection after doing maximum resends.

**Recommended Action** To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: Rcv giant. dropping frame

**Explanation** The router received an oversized MNP4 frame.

**Recommended Action** Check for excessive line noise. Check the ARAP client software configuration for possible problems.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: Receive getbuffer failure. dropping frame

**Explanation** No buffer exists for an incoming packet.

**Recommended Action** Examine buffer usage statistics. Possibly more memory is required.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: Received LT in CONNECTION PHASE

**Explanation** The router received an invalid packet during ARA connection setup phase.

**Recommended Action** Check for excessive line noise. Check the ARAP client software configuration for possible problems.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: T401 %d baud rate %d

**Explanation** This message indicates that the router received MNP4 connection request. MNP4 acknowledgement timer value is also indicated.

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

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: exited user %s: %s

**Explanation** A user was disconnected from ARA protocol at an unexpected time. The disconnection may be due to modems dropping, server error, client problems, or any number of other difficulties.

**Recommended Action** To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: exited user %s: Other side stopped answering ARAP tickles (mnp4 pak resent %d mnp4 pak sent %d last %d now %d)

**Explanation** The router disconnected as the remote Macintosh client stopped sending ARAP tickle or data packets.

**Recommended Action** To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

# ARCHIVE\_CONFIG Messages

This section contains ARCHIVE\_CONFIG messages.

## ARCHIVE\_CONFIG-4

**Error Message** %ARCHIVE\_CONFIG-4-UNAVAILABLE: Archive of router configuration was skipped due to a previous initiation.

**Explanation** Only one archive can be created at a time. Two or more simultaneous archives in progress is not allowed. This could occur for example if two users attempt to create an archive simultaneously.

**Recommended Action** Retry the archive creation later, when the previous archive has finished being written.

**Error Message** %ARCHIVE\_CONFIG-4-UNAVAILABLE: Delete of a previously saved archive of the router configuration could not be completed.

**Explanation** The router could not delete a file that was previously written. The file that was being deleted file contains an archive of the router configuration. This could occur for example if the file was manually deleted.

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

## ARCHIVE\_CONFIG-6

**Error Message** %ARCHIVE\_CONFIG-6-UNAVAILABLE: Could not create an archive of the router configuration on the standby RP.

**Explanation** The router could not create an archive file on the standby RP. The file that was being created contains an archive of the router configuration. This could occur for example if the active RP cannot communicate with the standby RP.

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

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

**Error Message** %ARCHIVE\_CONFIG-6-UNAVAILABLE: Delete of a previously saved archive of the router configuration could not be completed on the standby RP.

**Explanation** The router could not delete a file that was previously written on the standby RP. The file that was being deleted file contains an archive of the router configuration. This could occur for example if the file was manually deleted. Alternatively, the file could not be deleted when the active RP cannot communicate with the standby RP.

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

## ARCHIVE\_DIFF Messages

This section contains ARCHIVE\_DIFF messages.

### ARCHIVE\_DIFF-3

**Error Message** %ARCHIVE\_DIFF-3-UNAVAILABLE: Could not initialize the Config Diff and Rollback subsystem

**Explanation** An internal software error occurred during initialization. Config Diff and Rollback cannot be used as a result of this error.

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

**Error Message** %ARCHIVE\_DIFF-3-UNAVAILABLE: Failed to register the special case %s command:%s during initialization. Config Diff and Rollback cannot be used as a result of this error.

**Explanation** An internal software error occurred during initialization - Config Diff and Rollback cannot be used as a result of this error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ARCHIVE\_DIFF-5

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: Backing up current running config to %s

**Explanation** The current running config is saved so that when the timer expires, if no confirmation has been received from user to confirm what they've configured, the system will rollback to the saved config.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: Failed to acquire configuration lock. Rollback did not start. Schedule to retry in 5 minutes

**Explanation** Failed to acquire configuration lock. Rollback did not start. In this case retry will be scheduled.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: Start rolling to: %s

**Explanation** The timer for Rollback Confirmed Change has expired. System will rollback to the previously saved config.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: System will rollback to config %s in one minute. Enter configure confirm if you wish to keep what you've configured

**Explanation** Rollback will start in one minute. User could enter configure confirm if they wish to keep what they've configured.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User %s on tty %d has been idle for %lu minutes. System will rollback to config %s in oneminute if it continues to be idle. Enter configure confirm if you wish to keep what you've configured

**Explanation** Rollback will start in one minute. User could enter configure confirm if they wish to keep what they've configured.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s Reset Rollback Confirmed Change timer(idle) to %lu minute

**Explanation** Reset Rollback Confirmed Change timer(idle) to a new value

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Confirm the configuration change

**Explanation** The configuration change is confirmed. The timer for rolling to the previously saved config is cancelled

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Reset Rollback Confirmed Change timer(absolute) to %lu minute

**Explanation** Reset Rollback Confirmed Change timer(absolute) to a new value

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Rollback Confirmed Change is cancelled due to %s failure

**Explanation** Rollback Confirmed Change is normally configured along with other configuration operations, such as config term or config replace. If those operation failed, Rollback Confirmed Change should not be activated.

**Recommended Action** Remove the error condition and try again later.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Rollback immediately.

**Explanation** Rollback immediately and cancel the timer

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Scheduled to rollback to config %s if session has been idle for %lu minutes

**Explanation** The system will wait for the user to confirm that they wish to keep what they've configured until the timer expires. If the confirmation is not received in time, the router will rollback.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Scheduled to rollback to config %s in %lu minutes

**Explanation** The system will wait for the user to confirm that they wish to keep what they've configured until the timer expires. If the confirmation is not received in time, the router will rollback.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

## ARCHIVE\_ISSU Messages

This section contains message related to the In Service Software Upgrade facility.

## ARCHIVE\_ISSU-2

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Archive ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Archive ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Archive ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Archive ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Archive ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Archive ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Archive ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The Archive ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Failed to start Archive ISSU session negotiation. Error: %d (%s)

**Explanation** The Archive ISSU client failed to start session negotiation. If a problem occurs with the ISSU session start, the standby device cannot be brought up properly.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ARCHIVE\_ISSU-3

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The Archive ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Archive state between the active device and the standby device is not identical.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client 'Message Type %d' is not compatible

**Explanation** The Archive ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client does not have a valid registered session.

**Explanation** The Archive ISSU client does not have a valid registered session.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The Archive ISSU client failed to calculate the MTU for the specified message. The Archive ISSU client is not able to send the message to the standby device.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Archive ISSU client failed to unregister session information.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AS5400-0

**Error Message** %AS5400-0-UNAVAILABLE: 12.2 mainline images are not compatible with the AS5400HPX system.

**Explanation** 12.2 mainline images are not compatible with the AS5400HPX system.

**Recommended Action** Load an image compatible with the system.

## AS5400-1

**Error Message** %AS5400-1-UNAVAILABLE: DFC %d: Detected PCI %s Error, CSR=0x%x

**Explanation** PCI error is detected on the DFC. This is due to hardware failure. IOS will powerdown this DFC and cleanup the system datastructures associated with it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AS5400-1-UNAVAILABLE: %s

**Explanation** The specified component should have the latest HW revision. If the hw revision is not the latest, then it needs to be updated to the printed out version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AS5400-1-UNAVAILABLE: Unknown DFC interrupt: DFC slot no %d, interrupt %d

**Explanation** Unknown DFC interrupt is detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AS5400-1-UNAVAILABLE: Unknown interrupt: interrupt %d

**Explanation** System detected an unknown interrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AS5400-3

**Error Message** %AS5400-3-UNAVAILABLE: NULL

**Explanation** DFC hardware error is detected. IOS will powerdown this DFC and cleanup the system datastructures associated with it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AS5400-ENVM

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: A DFC is powered down due to board over-temperature. Slot: %d, Type: %s

**Explanation** The System experienced an over-temperature condition.

**Recommended Action** For AS5400, a DFC is powered down to prevent the DFC from damaging and to cool down the temperature. Check air conditioning and the surrounding of the AS5400 box. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: A DFC is powered on due to board temperature cooling down. Slot: %d, Type: %s

**Explanation** The temperature in the system cools down.

**Recommended Action** For AS5400, when the board temperature cools down, a DFC is powered on, back to work. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: All DFCs are busy out due to board over temperature.

**Explanation** The System experienced an Over Temperature condition.

**Recommended Action** For AS5400, all DFCs are busy out to prevent the DFCs from damaging and to cool down the temperature. Check air conditioning and the surrounding of the AS5400 box. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: All DFCs are unbusy out due to board temperature cooling down.

**Explanation** The System experienced an over-temperature condition.

**Recommended Action** For AS5400, when the board temperature cools down, all DFCs are unbusy out, back to work. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Can't power on DFC on slot %d for unknown reason.

**Explanation** Powering on a DFC failed.

**Recommended Action** Check the power plug to the DFC on the slot. If still fail, unplug the DFC and do diagnostic on it.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental Monitor of Fans is dropped.

**Explanation** If a temperature sensor at inlet or outlet fails to work, the environmental monitoring of fans is dropped.

**Recommended Action** For AS5400, once the fan monitoring is dropped, only console message is sent out and alarm is activated. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental Monitor of Fans is recovered.

**Explanation** If temperature sensors at both inlet or outlet recovers to work, the environmental monitoring of fans is recovered.

**Recommended Action** For AS5400, once the fan monitoring is recovered, console message is sent out and alarm is disabled. Fan state is set as normal. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental Monitor of Temperature is dropped.

**Explanation** If all temperature sensors fail to work, the environmental monitoring of temperature is dropped.

**Recommended Action** For AS5400, once the temperature monitoring is dropped, only console message is sent out and alarm is activated. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental Monitor of Temperature is recovered.

**Explanation** If a temperature sensor recovers to work, the environmental monitoring of temperature is recovered.

**Recommended Action** For AS5400, once the temperature monitoring is recovered, console message is sent out and alarm is disabled. temperature state is set as normal. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental monitor is trying to power down a DFC by simulating OIR removal. Slot: %d, Type: %s

**Explanation** The System experienced an over-temperature condition. For AS5400, a DFC is powered down to prevent the DFC from damaging and to cool down the temperature. The environmental monitor apply the scheme of OIR removal to power down the DFC.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. Check air conditioning and the surrounding of the AS5400 box.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental monitor is trying to power on a DFC by simulating OIR insertion. Slot: %d, Type: %s

**Explanation** The temperature cools down inside the chassis. For AS5400, when the board temperature cools down, a DFC is powered on, back to work. The environmental monitor apply the scheme of OIR insertion to power on the DFC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: System detected that temperature is in %s condition.

**Explanation** The environmental monitor detected a temperature change, either failure or recovery.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Check air conditioning and the surrounding of the AS5400 box. Call your technical support representative for assistance, if necessary.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Temperature sensor #%d fails to work.

**Explanation** The health of each temperature sensor itself is also monitored. There are three cases that we consider a sensor fails to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors in the same box is greater than limit, such as 25 degrees C.

**Recommended Action** For AS5400, once the failure of a temperature sensor is detected, ENVMON will set the temperature state of that sensor as disabled, send out console message. The temperature data from that sensor is ignored in temperature monitoring. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Temperature sensor #%d recovers to work.

**Explanation** The health of each temperature sensor itself is also monitored. There are three cases that we consider these sensors fail to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors is greater than limit, such as 25 degrees C.

**Recommended Action** For AS5400, once the recovery of a temperature sensor is detected, ENVMON will set the sensor\_state of that sensor as normal, send out console message. The temperature data from that sensor is read again in temperature monitoring. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

## AS5400-ENVM3

**Error Message** %AS5400\_ENVM-3-UNAVAILABLE: %s fail to work.

**Explanation** Some cooling fans fail to work. This is detected by the temperature delta between the inlet and outlet. A big delta indicates fan failure.

**Recommended Action** Replace the fan as soon as possible or the system may shut itself down or fail to operate properly.

**Error Message** %AS5400\_ENVM-3-UNAVAILABLE: %s recovered to work.

**Explanation** Some cooling fans recover to work. This is detected by the temperature delta between the inlet and outlet. A small delta indicates fan recovery.

**Recommended Action** Verify the fan work properly by checking the 4 fans and a customer should type 'show environment' to display temperature delta data and verify the recovery.

**Error Message** %AS5400\_ENVM-3-UNAVAILABLE: AS5400 Environmental Monitor is disabled.

**Explanation** A configuration command can disable AS5400 environmental monitor when a user doesn't need it in certain special situations.

**Recommended Action** For AS5400, once the ENVMON is disabled, both console message and a SNMP trap are sent out. No further action.

**Error Message** %AS5400\_ENVM-3-UNAVAILABLE: AS5400 Environmental Monitor is enabled.

**Explanation** A configuration command can enable AS5400 environmental monitor after it was disabled in certain special situations.

**Recommended Action** For AS5400, once the ENVMON is enabled, both console message and a SNMP trap are sent out, and all ENVMON actions will be taken if necessary.

**Error Message** %ASPP-3-UNAVAILABLE: %s: Unable to set Rx/Tx tty async service hooks.

**Explanation** This message occurs only when ASP is configured. It indicates the serial interface using ASP is configured incorrectly or does not support asynchronous mode.

**Recommended Action** Verify the correct hardware interface type is being used.

## ASPP-3

**Error Message** %ASPP-3-UNAVAILABLE: %s: Unable to set Rx/Tx tty async service hooks.

**Explanation** This message occurs only when ASP is configured. It indicates the serial interface using ASP is configured incorrectly or does not support asynchronous mode.

**Recommended Action** Verify the correct hardware interface type is being used.

## AT-1

**Error Message** %AT-1-UNAVAILABLE: Could not allocate memory for %s at line %d in %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AT-2

**Error Message** %AT-2-UNAVAILABLE: AppleTalk assertion failed: %s

**Explanation** The software detected an inconsistency. Although this error is serious, the router attempts to continue. AppleTalk processing might be impaired.

**Recommended Action** Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

## AT-3

**Error Message** %AT-3-UNAVAILABLE: %s: AURP connection out of sync...terminating

**Explanation** AURP detected packets that were out of sequence. This might be caused by a lost connection.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; conflicts with interface %s

**Explanation** An attempt was made to configure an interface to have the same or a conflicting AppleTalk address or cable range as another interface on the same router.

**Recommended Action** Verify that you are not specifying an AppleTalk address or cable range used previously on this router, and reconfigure the interface.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; network incompatible with %#a

**Explanation** The interface was disabled because the configured AppleTalk address or cable range for the interface conflicts with that of another router on the attached network.

**Recommended Action** Reconfigure the affected routers so that there are no conflicting addresses or cable ranges on the attached network.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; zone list incompatible with %#a

**Explanation** The zone list of the configured interface is inconsistent with the zone list of other routers.

**Recommended Action** Reconfigure the zone list on the router so that it does not conflict with that the zoen lists on other routers.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface warning; default zone differs from %a

**Explanation** During the verification startup process, there was a disagreement between the default zone (the first zone defined after the appletalk cable-range command) and the router that confirmed the configuration. When an AppleTalk end node is first connected to a network, it joins the default zone until it is overridden.

**Recommended Action** Use the appletalk zone command to correct the configuration so that all routers are advertising the same default zone. Note that several router implementations are known to mismanage the default zone.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface warning; zone multicast %e differs from our multicast %e

**Explanation** A computed multicast address disagrees with that provided by another AppleTalk router. The other AppleTalk router might be misconfigured or faulty.

**Recommended Action** Correct the problem at the other router.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk node down; no addresses available

**Explanation** No free node could be found on the interface.

**Recommended Action** If your AppleTalk network has less than 250 nodes, issue the debug appletalk errors command and then call your technical support representative. If your AppleTalk network has more than 250 nodes, split it into smaller networks by creating new segments and moving some nodes into the new segments.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk node warning; discovery mode disabled

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk packet error; no source address available

**Explanation** The router could not generate an AppleTalk packet because no valid AppleTalk source address was available to identify this router in the packet.

**Recommended Action** Configure an interface to have an address or cable range. Use the show appletalk command to verify that the interface is operational.

**Error Message** %AT-3-UNAVAILABLE: %s: client tried to connect, but no virtual network is declared

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %AT-3-UNAVAILABLE: %s: client tried to open socket, but failed

**Explanation** open socket failed;Possible out of memory situation

**Error Message** %AT-3-UNAVAILABLE: AppleTalk error: %s

**Explanation** An internal error occurred. Specifically, a programming assertion in the AppleTalk networking code was violated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-3-UNAVAILABLE: AppleTalk not running

**Explanation** You tried to show or change the AppleTalk configuration when AppleTalk routing was not turned on.

**Recommended Action** Issue the appletalk routing command before issuing any other AppleTalk configuration or display command.

**Error Message** %AT-3-UNAVAILABLE: Cannot delete %s route %d by clearing; remove it by reconfiguring

**Explanation** You attempted to remove a route from the routing table by issuing the clear appletalk route command. The command failed because the route was on a directly connected interface, that is, it was created when you configured the router.

**Recommended Action** Remove the route by reconfiguring the directly connected interface with which it is associated.

**Error Message** %AT-3-UNAVAILABLE: Could not compute best path for network %#A

**Explanation** A path to the specified network could not be found.

**Recommended Action** Use the show appletalk route command to verify that a path to the specified network exists. If it does, copy the error message exactly as it appears, and report it along with the output of the show appletalk route command to your technical support representative.

**Error Message** %AT-3-UNAVAILABLE: Invalid NBPtest command %s

**Explanation** An unrecognized command was specified in the Name Binding Protocol (NBP) test facility.

**Recommended Action** Enter a valid command.

**Error Message** %AT-3-UNAVAILABLE: Loop detected on domain %d [%s]

**Explanation** The domain router detected a routing loop. Routing loops are not allowed. The domain router runs a background loop detection process. The domain router starts this process when it receives a new zone list from a domain that is identical to the list in the main routing table and whose network range length matches that in this list. The loop detection process sends several AppleTalk NBP loopback packets. When one of these packets is received on an interface that does not belong to the original domain, the domain router first shuts off all the domains involved in the loop, and then shuts off all the interfaces in these domains. The loop detection does not catch all types of loops. It is your responsibility to make sure that no loop exists.

**Recommended Action** Disable the cause of the routing loop. Then use the clear appletalk command to restart the interfaces involved.

**Error Message** %AT-3-UNAVAILABLE: No route to destination %a

**Explanation** The router could not deliver a packet to a destination because it did not know where to send it.

**Recommended Action** Use the show appletalk route command to verify that a path to the destination exists. If it does, copy the error message exactly as it appears, and report it with the output of the show appletalk route command to your technical support representative.

**Error Message** %AT-3-UNAVAILABLE: No such neighbor, %a

**Explanation** You specified a nonexistent neighbor address in a show appletalk neighbor or clear appletalk neighbor.

**Recommended Action** Specify a valid neighbor address, that is, one that appears in the output of the show appletalk neighbor command.

**Error Message** %AT-3-UNAVAILABLE: Remap range overflow for %s domain %d

**Explanation** The remap range overflowed. If a network (range) cannot fit inside the remapping range, the network or cable range being advertised by a neighboring router is not accepted. When an overflow occurs, all interfaces in the domain are disabled.

**Recommended Action** Use the appletalk domain remap-range command to increase the remapping range. Then restart the interfaces.

## AT-4

**Error Message** %AT-4-UNAVAILABLE: %s: AppleTalk node down; conflicts with active internet

**Explanation** The configuration specified for the interface conflicts with the active AppleTalk internetwork. For example, a cable range might be configured that overlaps an existing route but does not match the entry exactly.

**Recommended Action** Use the appletalk cable-range command to reconfigure the interface so that there are no conflicts with the existing AppleTalk rnetwork, or take any other actions necessary to resolve the conflict. AppleTalk will periodically attempt to restart the interface.

**Error Message** %AT-4-UNAVAILABLE: %s: MacIP inoperable IP interface, %i

**Explanation** If the appletalk event-logging command is configured, this message appears on the console when a MacIP server can no longer operate due to a change in the condition of the IP interface it serves. This condition can occur if IP routing is shut down on the interface, or the IP address of the interface is changed so that the MacIP server's IP address is no longer valid on the same cable. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-4-UNAVAILABLE: %s: MacIP inoperable configuration, %i

**Explanation** If the appletalk event-logging command is configured, this message appears on the console when a MacIP server cannot begin or recover operations because of an invalid IP address configuration. This condition only occurs when the configured MacIP server's IP address is not valid on the same cable of any operable IP interface. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command. When this error occurs, the MacIP configuration is considered invalid and is deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-4-UNAVAILABLE: AURP path %#A rejected; conflict detected

**Explanation** The router detected a conflicting cable range. A router is configured with a cable range that overlaps with an existing range but does not match the entry exactly.

**Recommended Action** Use the show appletalk command to identify the overlapped cable range, and then reconfigure the misconfigured router.

## AT-5

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; interface cleared

**Explanation** A clear interface command was issued on an interface that is currently routing AppleTalk.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; node address taken by %e

**Explanation** Another AppleTalk node on a common network interface claimed the same AppleTalk address that this router was using. This error indicates a serious, unexpected problem. If it recurs, a physical network problem in which the nodes cannot communicate with each other might exist.

**Recommended Action** The interface on this router restarts AppleTalk processing on the common network interface to resolve the address conflict. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action**

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; protocol restarted

**Explanation** The hardware interface was reset because of a configuration change. After the reset, AppleTalk automatically reinitialized the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk internet compatibility mode required by %a

**Explanation** A neighboring router supports only extended AppleTalk networks with a cable range of 1 and with one assigned zone, for example, 25-25.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk neighbor down; lost contact with %a

**Explanation** A peer router is unreachable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk neighbor ignored; %a is misconfigured

**Explanation** A neighboring router's AppleTalk configuration does not agree with this router's AppleTalk configuration. This condition can result from a mismatch between the neighbor's network range and this router's network range.

**Recommended Action** Modify either this router's or the neighboring router's configuration so that the network ranges agree.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk node down; line protocol down

**Explanation** An AppleTalk hardware interface was disabled because of a bad serial line, a configuration command, or a bad interface.

**Recommended Action** If the interface was not intentionally disabled, this message indicates a hardware problem. In this case, repair or replace the applicable hardware.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk node down; line protocol not supported

**Explanation** An encapsulation method on the specified interface does not support AppleTalk.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk node warning; address %A already in use

**Explanation** The initial hint address was in use. A search will be made for a valid address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk node warning; address %A is invalid

**Explanation** The hint address specified for the interface was not valid for the current configuration.

**Recommended Action** The hint address is ignored and a random valid hint address is automatically computed. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk route cache disabled; firmware is obsolete

**Explanation** The firmware on the MCI controller card does not support AppleTalk fast switching.

**Recommended Action** No corrective action is required. Normal AppleTalk operation continues, but the fast switching cache is disabled for the interface associated with the MCI card. If this message is unexpected, verify that the MCI firmware for the interface specified in the error message is at level 1.7 or higher.

**Error Message** %AT-5-UNAVAILABLE: %s: RTMP path to %A via %a now in %s state (metric %d, %d hops)

**Explanation** The state of a path changed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: AppleTalk FDDI neighbor %a using obsolete FDDI addressing

**Explanation** Another AppleTalk router on the FDDI ring is running a release of the router software earlier than 9.0(2). Routers running these early software releases use an encapsulation for AppleTalk on FDDI rings that is not compatible with the Apple FDDITalk implementation.

**Recommended Action** Upgrade the routers running the software releases that use the pre-FDDITalk encapsulation for AppleTalk on FDDI rings.

**Error Message** %AT-5-UNAVAILABLE: AppleTalk neighbor incompatibility; %A has multiple zones

**Explanation** Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route with multiple zone names defined. This condition can cause node inconsistencies on your AppleTalk network.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message** %AT-5-UNAVAILABLE: AppleTalk neighbor incompatibility; %A has wide cable range

**Explanation** Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route that has a cable range greater than 1. This condition can cause node inconsistencies on your AppleTalk network.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message** %AT-5-UNAVAILABLE: No such route %d

**Explanation** You specified a nonexistent route in a show appletalk route or clear appletalk route command.

**Recommended Action** Specify a valid route, that is, one that appears in the output of the show appletalk route command.

**Error Message** %AT-5-UNAVAILABLE: Route to %A is now using path of type %s on %s via %a

**Explanation** The path to a network changed because either the old path went down or the new path was better.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AT-6

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk %s path to %A down; reported bad by %a

**Explanation** A router went down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk %s path to %A via %a has been deleted

**Explanation** A path on the AppleTalk network aged out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk %s path to network %s added; via %s (metric %d)

**Explanation** A new AppleTalk path has been learned. The message indicates the source of the path, its distance in hops, its metric, and the type of path.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk interface enabled; no neighbors found

**Explanation** No other AppleTalk routers were found on the network attached to the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk interface enabled; verified by %s

**Explanation** The AppleTalk configuration was verified by consulting the indicated router.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk interface initializing; acquiring %s

**Explanation** The interface is determining the correct configuration. This message is displayed when discovery mode is enabled and no other router is detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk interface restarting; line protocol came up

**Explanation** An AppleTalk interface that was previously shut down was restarted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk neighbor added; %a is operational

**Explanation** The router discovered a new AppleTalk router on the network.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk neighbor up; %a has restarted

**Explanation** A neighboring router to which this router previously lost connectivity reappeared on the network.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk network added; %A via %a (%d hop %s)

**Explanation** A new AppleTalk route was learned. The message indicates the source of the route and its distance in hops.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk network down; %A reported bad by %a

**Explanation** A router went down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk network down; interface to %A disabled

**Explanation** A connected route is being advertised as down (also known as otify neighbor) because the configured interface is no longer operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk network up; %A via %a (%d hop %s)

**Explanation** A routing update was received for a previously suspect route.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk node %a misconfigured; reply has been broadcast

**Explanation** An AppleTalk node sent a GetNet Info request to this router specifying an invalid network number for the source of the GetNet Info request. This situation occurs when an AppleTalk end node is moved to another network and is therefore misconfigured for the current network.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk node up; using address %A

**Explanation** No hint address or a bad hint address was specified. This message indicates which AppleTalk address will be used for the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: MacIP server operational, %i

**Explanation** If the appletalk event-logging command is configured, this message appears on the console when a MacIP server is fully initialized and is ready to accept client requests. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: MacIP server shutting down, %i

**Explanation** If the appletalk event-logging command is configured, this message appears on the console when a MacIP server is no longer operational for any reason. MacIP servers shut down in response to MacIP configuration changes or errors, or a change in the condition or configuration of an AppleTalk or IP interface for which the MacIP server is providing service. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk network deleted; %#A removed from routing table

**Explanation** A route on the AppleTalk network aged out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk proxy defined; zone %s using network %#A

**Explanation** This message reports the zone name and network number that are being advertised to support the appletalk nbp-proxy command.

**Recommended Action** When proxy service is initiated, this message is generated each time the appletalk nbp-proxy command is issued. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk proxy deleted; zone %s freed network %#A

**Explanation** A previously configured Name Binding Protocol (NBP) proxy was deleted. The router can no longer convert NBP requests to a format understood by routers that support only the original AppleTalk specification.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk zone added; zone %\*s defined

**Explanation** A new AppleTalk zone was created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk zone deleted; zone %s released

**Explanation** The router removed an unused zone from the zone table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: NBP registration of %s at [%s] pending

**Explanation** A name registration call is being performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: Neighbor entry for %a deleted

**Explanation** The clear appletalk neighbor command displays this command when it completes successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: Route to %A has gone bad

**Explanation** The system did not detect a route within the required timeout period. Therefore, the route is marked as bad. A network might have become unreachable for some reason, perhaps because of a broken connection. This message does not necessarily indicate an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AT-7

**Error Message** %AT-7-UNAVAILABLE: AppleTalk bug: %s

**Explanation** The software detected an unexpected condition. The router takes corrective action and continues.

**Recommended Action** Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

**Error Message** %AT-7-UNAVAILABLE: AppleTalk debug: %s

**Explanation** This message is generated by a debug command and provides additional information about an AppleTalk condition.

**Recommended Action** Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

# ATM Messages

This section contains ATM messages.

## ATM-1

**Error Message** %ATM-1-ISSU\_NOMEMORY: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %ATM-1-UNAVAILABLE: Unit %d, not enough interface memory

**Explanation** The specified ATM interface hardware has run out of interface memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## ATM-3

**Error Message** %ATMPA-3-CMDFAIL: %s Command Failed at %s - line %d, arg %d

**Explanation** The port adapter failed to process a command. A possible reason for this condition is an OIR operation was performed of a line card or port adapter and RP was in the process of executing commands. If this message is seen during any other time, it indicates a software problem.

**Recommended Action** If this message appeared while an OIR operation was being performed of a port adapter or line card, and if the slot or bay number in the message text corresponds to the removed hardware, this message indicates normal system operation and no action is required. Otherwise, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs

**Error Message** %ATM-3-UNAVAILABLE: ATM ISSU: send message failed, rc = %d

**Explanation** The sending of a message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: %s %s:%d

**Explanation** Internal Error (see message) occurs during ILMI Primary to Secondary Sync

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: %s [%08X=%s] %s:%d

**Explanation** Internal Error (see message) occurs during ILMI Primary to Secondary Sync

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to create VC on Interface %s

**Explanation** Either the configuration contains invalid traffic shaping parameters or the software ran out of rate queues.

**Recommended Action** Check the configuration for errors.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to create VC on Interface %s

**Explanation** The ATM subsystem ran out of internal resources necessary to create a new virtual circuit. This may indicate a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to create VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

**Explanation** This message can occur for the following unrelated reasons. Each reason is accompanied by a recommended action. The virtual circuit descriptor (VCD) exceeded the maximum available memory. - Use a smaller VCD number. Address Resolution Protocol (ARP) is allowed only on AAL5-SNAP virtual circuits. - Change the encapsulation to AAL5SNAP. The virtual path identifier-virtual channel identifier (VPI-VCI) pair or the VCD is already in use. - Try

using a different VPI-VCI or VCD number. Only one virtual channel connection (VCC) is allowed on a point-to-point interface. - Try using a different subinterface. AAL3/4-SMDS virtual circuit must be the only virtual circuit on an interface. - Turn off AAL3/4. AAL3/4-SMDS MID exceeds the maximum. - Try a smaller Multiplex ID (MID) value. Switched Multimegabit Data Service (SMDS) is not enabled. - Enable SMDS. The driver failed to accept the virtual circuit. - Try initiating the virtual circuit again.

**Recommended Action** If none of the previous actions fix the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to modify VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

**Explanation** ATM failed to modify QoS params on a VC

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to remove VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

**Explanation** This message can occur for the following reason. When the PVC configuration parameters are changed it is recreated, during recreation if the removal of PVC from the PA fails, this message is generated. If after generation of this error message if the PVC still remains in INACTIVE state give shut/no shut on the interface.

**Recommended Action** If none of the previous actions fix the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

**Error Message** %ATM-3-UNAVAILABLE: Interface %s: Total %s allocation %u%s exceeded maximum %s of %u%s.

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: MLPoATM not configured properly on Link %s Bundle %s : %s

**Explanation** The configuration of MLPPP-over-ATM (MLPoATM) on the ATM PVC is either incorrect or incomplete.

**Recommended Action** Ensure that the queueing strategy on the ATM interface is per VC queueing and queueing algorithm is FIFO. To verify the configuration, use the **show interface atm** and **show running-config virtual-template** commands.

## ATM-4

**Error Message** %ATM-4-UNAVAILABLE: %s: failed, rc=%s

**Explanation** The transform has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-4-UNAVAILABLE: atm-issu-compat: returned FALSE

**Explanation** The compatibility checking has failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-4-UNAVAILABLE: %s [%08X=%s] %s:%d

**Explanation** Recoverable Internal Error (see message) occurs during ILMI Primary to Secondary Sync

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-4-UNAVAILABLE: (%d/%d/%d:%d): %s. Please verify peer UNI version

**Explanation** The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

**Recommended Action** The peer equipment needs to be upgraded in order to communicate with this system.

**Error Message** %ATM-4-UNAVAILABLE: Call from: ATM NSAP - %s has mismatched PDU size - forward size is %d - backward size is %d, int %s PDU size %s %s

**Explanation** The calling or called party has a maximum transmission unit (MTU) size configured that is different from the MTU size on the current interface.

**Recommended Action** Either change the configured MTU size on the current interface to that of the caller's or called party's interface, or change the caller's or called party's interface to match the current interface.

**Error Message** %ATM-4-UNAVAILABLE: ILMI(%s): Restarting ATM signalling and ILMI. Keepalive failure detected.

**Explanation** Adjacent peer device is not responding to ILMI Keepalive polling.

**Recommended Action** Check the connection of the ATM interface and the status of the adjacent peer device. Correct them if necessary. Wait and check if ILMI Keepalive comes up again. If the problem persists, copy this warning message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATM-4-UNAVAILABLE: ILMI(%s): Restarting ATM signalling and ILMI. Peer Configuration change detected.

**Explanation** Configuration of adjacent peer device has been changed.

**Recommended Action** Wait for the interface to restart itself.

**Error Message** %ATM-4-UNAVAILABLE: VPI/VCI range parameters are dis-joint on %s

**Explanation** MinSvccVci MaxVci, after negotiation with the peer through ILMI.

**Recommended Action** Disable auto-cinfiguration on both sides and change the port configuration appropriately so that SVCCs can be setup.

**Error Message** %ATM-4-UNAVAILABLE: clearing stuck VCD %d from map on %s

**Explanation** A SVC map entry has a stuck VCD attached to it, which has been previously cleared in the driver.

**Recommended Action** No action required as the stuck VCD condition is detected and cleared.

## ATM-5

**Error Message** %ATM-5-UNAVAILABLE: %s

**Explanation** Informational Message for ILMI Redundency Support

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-5-UNAVAILABLE: Address registration on %s is enabled.

**Explanation** The command just entered enables atm address registration.

**Recommended Action** No action required.

**Error Message** %ATM-5-UNAVAILABLE: Changing VC %d/%d VC-state to %s

**Explanation** The ATM VC is either created, removed, activated, or deactivated.

**Recommended Action** No action required if status change is intended, otherwise the cause for status change may deserve to be noticed. shut/no shut CLI command deactivates/activates VC.

**Error Message** %ATM-5-UNAVAILABLE: ILMI(%s): %s

**Explanation** Informational Message for ILMI Redundancy Support

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-5-UNAVAILABLE: New access filter setting will be applied to registration of new addresses on %s.

**Explanation** The command just entered sets up new ilmi access filter for address registration. It only affects new addresses to be registered. The addresses already registered will not be affected.

**Recommended Action** Shut/no shut on this interface to restart address registration if need to remove addresses already registered but not permitted by the new access filter.

**Error Message** %ATM-5-UNAVAILABLE: New global default access filter setting will be applied to registration of new addresses on interfaces using global default access filter.

**Explanation** The command just entered sets up new global default access filter for address registration. It only affects new addresses to be registered on interfaces using the global default. The addresses already registered will not be affected.

**Recommended Action** Shut/no shut on desired interfaces to restart address registration if need to remove addresses already registered but not permitted by the new global default access filter.

**Error Message** %ATM-5-UNAVAILABLE: Restarting ATM signalling and ILMI on %s.

**Explanation** The command just entered causes ATM Soft Restart.

**Recommended Action** Stand by and let ATM Signalling and ILMI to restart.

## ATM-6

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): Auto configuration already disabled.

**Explanation** Atm auto-configuration has been enabled already. 'no atm auto-configuration' command just entered is ignored.

**Recommended Action** No action required.

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration already enabled.

**Explanation** Atm auto-configuration has been enabled already. 'atm auto-configuration' command just entered is ignored.

**Recommended Action** No action required.

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration cannot be enabled.The interface has VC configuration which cannot be supported with Auto-configuration enabled

**Explanation** Auto-configuration cannot be enabled if there are some conflicting configuration on an interface. Like if there are VCs with vpi 255, auto-configuration cannot be done till these VCs are removed, as with auto-configuration enabled vpi 255 cannot be supported.

**Recommended Action** Undo the conflicting configuration on the interface for this command to succeed.

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration is disabled, current interface parameters will be used at next interface restart.

**Explanation** The command just entered causes auto-configuration to be disabled, the most recently entered interface parameters will be used at next interface restart.

**Recommended Action** Be aware of what parameteres have been configured.

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): This command does not apply to internal terminating port.

**Explanation** Internal terminating does not need to be configured with this command. The command just entered is ignored.

**Recommended Action** No action required.

## ATMCES-1

**Error Message** %ATMCES-1-UNAVAILABLE: Invalid Port Adapter Hardware Type Type=%d

**Explanation** Port Adapter ID was not correct.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-1-UNAVAILABLE: The 1575 device could not be initialized on bay %d, shutting down bay

**Explanation** The Port Adapter has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-1-UNAVAILABLE: The 1575 device failed to create VC %d, file:%s line:%d

**Explanation** The Port Adapter encounters errors in setting up VC

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-1-UNAVAILABLE: The 1575 device not totally clean in removing VC %d, file:%s line:%d

**Explanation** The Port Adapter encounters errors in shut vc. May affect future VC creation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-1-UNAVAILABLE: The Slave device could not be initialized on bay %d, shutting down bay

**Explanation** The Port Adapter has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCES-3

**Error Message** %ATMCES-3-UNAVAILABLE: Couldn't configure the Altera, DIO not reset

**Explanation** The Port Adapter has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-3-UNAVAILABLE: Couldn't get bridge configuration: %s

**Explanation** Bridge configuration failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-3-UNAVAILABLE: Couldn't initialize the Altera, DIO not set

**Explanation** The Port Adapter has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-3-UNAVAILABLE: Device reported %08x

**Explanation** PCI device ID was not correct.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-2

**Error Message** %ATMCORE-2-UNAVAILABLE: %s

**Explanation** The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-3

**Error Message** %ATMCORE-3-UNAVAILABLE: %s

**Explanation** The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-4

**Error Message** %ATMCORE-4-UNAVAILABLE: %s

**Explanation** The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCORE-4-UNAVAILABLE: %s

**Explanation** This warning is generated by the ATM core subsystem to the user. This could arise because the user request may not be granted due to some existing configuration on the device. This message serves as an alert to the user. This message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCORE-4-UNAVAILABLE: Configuration Error: %s

**Explanation** This message indicates a configuration error. The message will display more specific information about the problem location.

**Recommended Action** Change the configuration to correct the error.

## ATMCORE-RED-2

**Error Message** %ATMCORE\_RED-2-UNAVAILABLE: %s

**Explanation** The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCORE\_RED-3-UNAVAILABLE: %s

**Explanation** The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-RED-3

**Error Message** %ATMCORE\_RED-3-UNAVAILABLE: %s

**Explanation** The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-RED-4

**Error Message** %ATMCORE\_RED-4-UNAVAILABLE: %s

**Explanation** The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMLC-1

**Error Message** %ATMLC-1-UNAVAILABLE: The ATM line card in slot %d failed to initialize (cause %s)

**Explanation** The ATM linecard has failed its initialization as indicated in the message. The problems can be one of the following: 1) memory allocation failure for control data, 2) framer, ATM SAR devices, or line card FPGA access failure, 3) uncorrectable multi-bit ECC errors in line card

memory, 4) PCI bus timeout, 5) failure of downloading ATM SAR firmware to the SAR devices, or 6) ATM SAR device (reassembler or segmenter) does not boot up or does not respond to configuration commands.

**Recommended Action** Consult your line card installation and configuration guide and make sure the line card is properly installed and configured. If the line card is properly installed, perform an online insertion and removal (OIR) on the line card, either via a physical removal and insertion, or via the hw-module slot [slot#][stoplstart] command. If the OIR does not work, try to reload the system if possible to bring the system offline. If the problem persists, the message indicates an unrecoverable hardware failure. Copy the error message exactly as it appears on the console or in the system log and call your Cisco technical support representative. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMLC-3

**Error Message** %ATMLC-3-UNAVAILABLE: The ATM line card in slot %d encountered a hardware failure: %s

**Explanation** The ATM line card has encountered a hardware failure and should be deactivated. The problem can be any one of the following: 1) memory allocation failure for control data, 2) framer, ATM SAR devices, or line card FPGA access failure, 3) uncorrectable multi-bit ECC errors in line card memory, 4) PCI bus timeout, 5) ATM SAR device (reassembler or segmenter) does not respond to configuration commands, or 6) unrecoverable data corruption/parity error.

**Recommended Action** The message indicates a hardware failure. The line card may have been deactivated by the system. Perform a line card online insertion and removal(OIR) to confirm that the problem persists. If the problem persists, copy the error message exactly as it appears on the console or in the system log. Enter show c7300, show diag slot-number, show c7300 errorlog slot, show interface atm, and show controller atm and provide the gathered information to your technical support representative. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMLC-4

**Error Message** %ATMLC-4-UNAVAILABLE: Interface ATM%d/%d, received SONET/SDH alarm: %s

**Explanation** The ATM framer interface received SONET/SDH alarm(s) as indicated in the message.

**Recommended Action** SONET/SDH alarms may occur when the line card is initializing and negotiating clocking with the peer. In this situation, the alarms will be cleared and the error message is used only to provide information. If the message continues to appear after the line card is initialized and the connection is set up, use the `show controller atm` command to check the framer alarms. If the alarms from `show controller atm` do not disappear, ensure that the optical fiber cable is not broken and is properly inserted and that the far end of the peer is not malfunctioning. If the error message persists, the message should reflect the alarm conditions of the SONET/SDH-based network. In this scenario, the alarm was sent by a far-end entity and the source and purpose of the alarm should be investigated by a network administrator if not already known. If you think the message itself is being received in error, copy the message exactly as it appears on the console or in the system log and capture the output of the `show c7300` and the `show controller atm` commands. Call your Cisco technical support representative and provide the representative with the gathered information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMLC-6

**Error Message** %ATMLC-6-UNAVAILABLE: Interface ATM%d/%d, changed clock source to %s

**Explanation** The clock source of the ATM interface changed to either line clock or internal clock as indicated in the message. If the ATM interface is configured for line clocking and receives SONET/SDH alarms including one of loss of signal (LOS), loss of frame (LOF), and line alarm indication (Line AIS), the interface will first change to internal clock before changing back to line clock when the alarms are cleared. If the ATM interface is configured for internal clocking, the SONET/SDH alarms will not cause any clocking change. This message shows the run-time clock source changes on an ATM interface while the `show controller atm` command always shows the user-configured clock source.

**Recommended Action** No action is required.

## ATMCO31

**Error Message** %ATMOC3-1-UNAVAILABLE: %s error.

**Explanation** A non-recoverable error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMOC3-1-UNAVAILABLE: %s traffic type not allowed in a PVP.

**Explanation** This traffic type cannot be configured in a PVP.

**Recommended Action** Either change the traffic type of this VC or remove it from the PVP.

**Error Message** %ATMOC3-1-UNAVAILABLE: %s, packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMOC3-1-UNAVAILABLE: Failed to activate F4 %s VC. PVP %d.

**Explanation** The required control VC was not established.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMOC3-1-UNAVAILABLE: The ATM Network Module in slot %d is incompatible with the PCMCIA controller in the router.

**Explanation** The PCMCIA controller is down level.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

**Error Message** %ATMOC3-1-UNAVAILABLE: The Network Module in slot %d did not initialize.

**Explanation** The Network Module has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMOC3-1-UNAVAILABLE: The Network Module in slot %d failed to initialize (cause %s).

**Explanation** The Network Module has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMOC3-1-UNAVAILABLE: The network module hardware reports an invalid %s device id of %#x.

**Explanation** The ATMOC3 network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMPS-0

**Error Message** %ATMPA-0-UNAVAILABLE: misc\_cntl\_reg %#x. Resetting the OC12 PA...

**Explanation** The ASIC that interfaces the SAR engines to the VIP4 packet switching and routing processor has encountered an error that has caused it to fail. As its main function, this ASIC supports the SARs by implementing the cell and packet buffering scheme that is expected on the Port 1 interface, and by managing the commands and indications sequences on the Port 2 interface.

**Recommended Action** The OC-12 reboots itself. May need to do clear int

## ATMPS-1

**Error Message** %ATMPA-1-UNAVAILABLE: %s control memory bad

**Explanation** A memory test failed within the PCI control memory. This probably indicates a memory chip has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-1-UNAVAILABLE: %s failed to send report %d at %s - line %d

**Explanation** The port adaptor failed to send a report from vip.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-1-UNAVAILABLE: %s vc %d received a giant packet size %d - %08x %08x %08x %08x %08x

**Explanation** The port adaptor received a giant packet.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-1-UNAVAILABLE: VIP2-40 and below only supports one OC-3 ATM PA. The other PA bay needs to be emptied in order for the ATM PA to function.

**Explanation** The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

**Recommended Action** Either remove one of the port adapters or upgrade the VIP.

**Error Message** %ATMPA-1-UNAVAILABLE: register %08x write value 0x%02x but read 0x%02x

**Explanation** The port adaptor failed to write a register.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## ATMPS-2

**Error Message** %ATMPA-2-UNAVAILABLE: Slot %d device is invalid (ID %#x)

**Explanation** The ATM Deluxe PCI driver found an incorrect PCI device ID during initialization. This could mean that a hardware failure caused an actual failure to read the ID, or that the software needs to be upgraded to support hardware that did not exist yet at the time the software was written.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-2-UNAVAILABLE: ti1570\_vc\_setup failed. (vp\_count %d max\_vp %d) .

**Explanation** Attempt has been made to create more Virtual Paths than the maximum configured Virtual Paths.

**Recommended Action** ATM-Light supports 6 Virtual Paths by default. The default value can be changed using interface config command **atm vc-per-vp xxx**. Decrease the vc-per-vp value to increase the number of Virtual Paths that can be created.

## ATMPS-3

**Error Message** %ATMPA-3-UNAVAILABLE: %s Command Failed at %s - line %d, arg %d

**Explanation** The port adapter failed to process a command. A possible reason for this condition is an OIR operation was performed of a line card or port adapter and RP was in the process of executing commands. If this message is seen during any other time, it indicates a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: %s Have to close all VCs before modifying the VP tunnel %d

**Explanation** The VP Tunnel has open VCs associated with it.

**Recommended Action** Remove all the VCs associated with the VP tunnel before modifying the VP.

**Error Message** %ATMPA-3-UNAVAILABLE: %s Runs out of VP space for vpi %d

**Explanation** Unable to get a driver VP control block, neither from inuse\_q nor from virgin\_q. So, we cannot Setup a new Vp nor a new VC.

**Recommended Action** To increase the number of VPs configurable on PA-A3-OC12 we can use 'atm vc-per-vp' interface configuration command. So the recommended action here is to set the appropriate value in 'atm vc-per-vp'.

**Error Message** %ATMPA-3-UNAVAILABLE: %s SAR doing %s error: %s

**Explanation** ATM driver SAR operation error.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s SAR firmware checksum error (expected 0x%04x, obtained 0x%04x)

**Explanation** CM622 ATM SAR firmware checksum errors.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s Tx Indication FIFO full.

**Explanation** TX Indication FIFO full. From TX FPGA.

**Recommended Action** None. The OC-12 reboots itself.

**Error Message** %ATMPA-3-UNAVAILABLE: %s bad vcd %d packet - %08x %08x %08x %08x %08x %08x

**Explanation** The port adaptor received packet on a non-existent vc.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-3-UNAVAILABLE: %s tx cmd ack error (%#x), vcd %d.

**Explanation** Error while processing the Tx Ack cmd.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: Platform Setup\_vc failed for %d/%d, vcd %d

**Explanation** RSP Platform Setup VC failed.

**Recommended Action** Turn on debug atm error on platform console and see why.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: Platform Setup\_vp failed for vpi %d

**Explanation** RSP Platform Setup VP failed.

**Recommended Action** Turn on debug atm error on platform console and see why.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: SAR%d Chip Crashdump:

**Explanation** The SAR chip crashed and interface is being reset.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the 'sh cont atm xxx' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: bad rx particle 0x%08x flags 0x%08x index %d

**Explanation** The PA host driver detected a duplicate rx host buffer returned

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: bad tx packet on vcd %d size %d

**Explanation** The PA host driver detected a bad tx host buffer with size 0

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: receive freeze %d

**Explanation** This message indicates excessive traffic congestion on the ATM interface may have resulted in cell loss. The PCI-ATM interface's cell buffers were full when a cell arrived on the interface, resulting in a receive freeze condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: transmit freeze %d

**Explanation** This message indicates the PCI-ATM interface had to stop the transmitter while waiting for data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: ATMPA (bay %d), Init Failed at %s - line %d

**Explanation** The port adaptor failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-3-UNAVAILABLE: In file %s - line %d

**Explanation** Cannot create the CM622 Process Agent process, which is a temp process to download firmware.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: Interface %s: %s command not supported

**Explanation** An attempt was made to configure a rate queue on an ATM Lite port adapter that does not support rate queues.

**Recommended Action** Check the configuration and try again, avoiding unsupported features.

**Error Message** %ATMPA-3-UNAVAILABLE: Only %x bytes of memory available for %s

**Explanation** The port adaptor needs more PCI memory. The installed amount is less than required by the drivers for packet buffers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: RX DMA entry %x not going inactive

**Explanation** A receive DMA channel failed to deactivate during shutdown of a virtual circuit. This failure could originate in hardware or software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: Slot %d device is not TI1570 (ID %#x)

**Explanation** The driver found a device type other than what it expected in the specified PCI slot. If the device is a TI1570 then a hardware failure may have occurred.

**Recommended Action** Power down the system, re-seat the interface card, and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: Slot %d device is not a valid PCI device vendor ID used onOC-12 PA (ID %#x)

**Explanation** The driver found a device type other than what it expected in the specified PCI slot.

**Recommended Action** Power down the system, re-seat the interface card, and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: TI1570 unit %s: PCI parity error (0x%08x)

**Explanation** A parity error occurred on the PCI bus. This probably indicates an existing or developing hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: TX CMD %d failed for vcd %d.

**Explanation** Failure while processing a Batman tx SAR cmd or unable to perform a cmd ack.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: TX DMA not flushed

**Explanation** A transmit DMA channel failed to flush its buffers during shutdown of an ATM interface. This failure could originate in hardware or software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: found %d interfaces on bay %d (device ID %08X)

**Explanation** The software could not identify the interface card.

**Recommended Action** Power down the system, reseat the interface card, and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMPS-4

**Error Message** %ATMPA-4-UNAVAILABLE: %s: Shaped peak rate adjusted to %d

**Explanation** CM622 only allows shaped rate up to half of line rate.

**Recommended Action** You can either specify a value within range or use the adjusted value

**Error Message** %ATMPA-4-UNAVAILABLE: RX SAR cmd %s error: %s (indication=0x%08x 0x%08x 0x%08x)

**Explanation** ATM driver RX SAR indication errors.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

## ATMPS-5

**Error Message** %ATMPA-5-UNAVAILABLE: ti1570\_vc\_setup failed. (vci %d of the lastvpi %d exceeds (vc-per-vp - 3)).

**Explanation** The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

**Recommended Action** Avoid try different vci/vpi combinations.

## ATMPS-7

**Error Message** %ATMPA-7-UNAVAILABLE: %s 0x%08x, %s 0x%08x, %s 0x%08x

**Explanation** SAR APU Registers dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

**Explanation** SAR CW4010 Registers dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: 00 0x%08x, 01 0x%08x, 02 0x%08x, 03 0x%08x

**Explanation** SAR Misc. dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: 04 0x%08x, 05 0x%08x, 06 0x%08x, 07 0x%08x

**Explanation** SAR Misc. dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: 08 0x%08x, 09 0x%08x, 10 0x%08x, 11 0x%08x

**Explanation** SAR Misc. dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: 12 0x%08x, 13 0x%08x, 14 0x%08x, 15 0x%08x

**Explanation** SAR Misc. dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## ATMSIG-3

**Error Message** %ATMSIG-3-UNAVAILABLE: %s

**Explanation** An internal software error or unexpected condition occurred during PNNI (Connection/Path) Trace related processing

**Recommended Action** Show atm pnni trace information. Also gather information about where/how trace was initiated, and for what type of VC. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: 1st halfLeg failed, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: 2nd halfLeg failed, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) SVC wav1 del failed:svc 0x%x

**Explanation** A software error occurred during closure of an SVC. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) SVC wav1 ins failed:svc 0x%x

**Explanation** A software error occurred during creation of an SVC. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) avl prty del failed:svc 0x%x party 0x%x

**Explanation** A software error occurred during removal of a party from a point-to-multipoint call. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) avl prty ins failed:svc 0x%x party 0x%x

**Explanation** A software error occurred during addition of a party to a point-to-multipoint call. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s)

**Explanation** A software error occurred during addition of a member to a closed user group. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s)

**Explanation** A software error occurred during removal of a member from a closed user group. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Assertion failed: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Cannot find a Callref value to allocate: %s

**Explanation** This indicates an internal software error, probably including memory exhaustion.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Duplicate LISTEN by %s for existing NSAP %s owned by %s

**Explanation** An application attempted to either LISTEN on an NSAP owned by another application or to LISTEN for the same NSAP twice

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Invalid msg from routing/pnni : %s

**Explanation** This message indicates an error in the PNNI routing subsystem. It could be caused by an internal software error or by bad control information received from peer equipment. The message will contain additional information that can help locate the cause. Any message with 'NULL' probably indicates a problem with this system, others probably point at the peer equipment.

**Recommended Action** Check this system and the peer equipment for any obvious errors. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Signalling control block initialization failure, %s

**Explanation** An internal software or resource error occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Xconnect failed, %s

**Explanation** An internal software error occurred during installation of an SVC cross-connect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: halfLeg removal failed, %s

**Explanation** An internal software error occurred. This message should only be displayed when verbose debugging is enabled for an SVC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: no SVC, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: process\_enqueue failed, %s

**Explanation** An internal software error occurred while handling a user request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSIG-4

**Error Message** %ATMSIG-4-UNAVAILABLE: Configuration Error: %s %s

**Explanation** This message indicates a configuration error in the ATM Signaling subsystem. The message will display more specific information about the problem location.

**Recommended Action** Change the configuration to correct the error.

## ATMSPA-2

**Error Message** %ATMSPA-2-UNAVAILABLE: %s - Init Failed return code: %u

**Explanation** The SPA failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

**Recommended Action** Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

## ATMSPA-3

**Error Message** %ATMSPA-3-UNAVAILABLE: %s %s %s: %d

**Explanation** Traffic shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

**Recommended Action** Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

**Explanation** A datapath protocol violation or sequence error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

**Explanation** The specified error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

**Explanation** The specified hardware error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

**Explanation** The specified software error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s: VC queue configuration failed due to un-initialized queue table(global identifier %d)

**Explanation** Software configuration of a VC queue failed due to un-initialized queue table.

**Recommended Action** Attempt to perform a soft OIR operation by entering the command that is described in the shared port adapter software configuration guide. If the condition persists, copy the error message exactly as it appears, and report it to your technical support representative. Also supply a 'show tech-support' at that time.

**Error Message** %ATMSPA-3-UNAVAILABLE: Cannot perform the requested FPD update operation because %s in subslot %u/%u has incompatible HW version %u.%u with FPD image version %d.%d for FPD ID %d. Only image version greater than %u.%u can be used in the update operation of %s with HW version greater than %u.%u.

**Explanation** The version of the FPD image from the FPD image bundle or package is not compatible with the HW version of the target card

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: occurred on %s. Resetting SPA

**Explanation** The SPA has been reset due to a critical error in one of its devices. The error could either be a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information on the specific nature of the error.

**Recommended Action** If the SPA is reset more than once, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

## ATMSPA-4

**Error Message** %ATMSPA-4-UNAVAILABLE: %s: VC setup command received on the LC for an existing VC (VCD %d)

**Explanation** A command to set up a VC has been received for a VC that has already been set up. The VC has already been configured by a previous setup VC command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-4-UNAVAILABLE: %s: VC tear down command received on the LC for a non-existing VC (VCD %d)

**Explanation** The VC does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-4-UNAVAILABLE: %s: VP setup command received on the LC for an existing VP (VPI %d)

**Explanation** A command to set up a VP has been received for a VP that has already been set up. The VP has already been configured by a previous setup VP command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-4-UNAVAILABLE: %s: VP tear down command received on the LC for a non-existing VP (VPI %d)

**Explanation** The VP does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSCOP-3

**Error Message** %ATMSCOP-3-UNAVAILABLE: INIT SSCOP - Intf : %s, Event : %s, State : %s.

**Explanation** A software error occurred in the ATM SSCOP subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSCOP-4

**Error Message** %ATMSCOP-4-UNAVAILABLE: (%s): %s. Please verify peer UNI version

**Explanation** The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

**Recommended Action** The ATM peer equipment may need attention. Please verify its UNI version is at least 3.1, and upgrade if necessary.

## ATMSCOP-5

**Error Message** %ATMSCOP-5-UNAVAILABLE: - Intf : %s, Event : %s, State : %s.

**Explanation** This message indicates a routine step of the ATM SSCOP initialization sequence.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMPA Messages

**Error Message** %ATMPA-1-INVALIDCONFIG: VIP2-40 and below only supports one OC-3 ATM PA. The other PA bay needs to be emptied in order for the ATM PA to function.

**Explanation** The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

**Recommended Action** Either remove one of the port adapters or upgrade the VIP.

**Error Message** %ATOM\_TRANS-3-INIT\_FAIL: Failed to start AToM Manager

**Explanation** Failed to start and initialize AToM Manager.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## ATMSPA Messages

This section contains ATM Shared Port Adapter (ATMSPA) messages.

### ATMSPA-2

**Error Message** %ATMSPA-2-INITFAIL: [chars] - Init Failed return code: [int]

**Explanation** The shared port adapter (SPA) failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

**Recommended Action** Power down and reseat the indicated SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSPA-3

**Error Message** %ATMSPA-3-DATA\_ERROR: [chars] Error [hex] [chars]

**Explanation** A data path protocol violation or sequence error has been detected. The message text on the console or in the system log provides more information on the specific cause of the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-FATAL\_ERROR: occurred on [chars]. Resetting SPA

**Explanation** The shared port adapter (SPA) has been reset because of a critical error in one of its devices. The error could either be a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information on the specific cause of the error.

**Recommended Action** If the SPA is reset more than once, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-FPD\_VER\_DEPENDENCY\_NOTE: Cannot perform the requested FPD update operation because [chars] in subslot [int]/[int] has incompatible HW version [int].[int] with FPD image version [dec].[dec] for FPD ID [dec]. Only image version greater than [int].[int] can be used in the update operation of [chars] with HW version greater than [int].[int].

**Explanation** The version of the field-programmable device (FPD) image from the FPD image bundle or package is not compatible with the hardware (HW) version of the target card.

**Recommended Action** If the SPA is reset more than once, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-GEN\_ERROR: [chars] Error [hex] [chars]

**Explanation** The error that is specified in the message has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-HW\_ERROR: [chars] Error [hex] [chars]

**Explanation** A hardware error has been detected. The message text on the console or in the system log provides more specific information about the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-QOS\_ALLOC\_FAILED: [chars] [chars] [chars]: [dec]

**Explanation** Traffic-shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

**Recommended Action** Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

**Error Message** %ATMSPA-3-SW\_ERROR: [chars] Error [hex] [chars]

**Explanation** A software error has been detected. The message text on the console or in the system log provides more specific information about the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-VCQ\_ERROR: [chars]: VC queue configuration failed due to un-initialized queue table(global identifier [dec])

**Explanation** The software configuration of a virtual circuit (VC) queue failed because of an uninitialized queue table.

**Recommended Action** Attempt to perform a soft OIR operation by entering the command that is described in the shared port adapter software configuration guide. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSPA-4

**Error Message** %ATMSPA-4-VCSETUP: [chars]: VC setup command received on the LC for an existing VC (VCD [dec])

**Explanation** A command to set up a virtual circuit (VC) has been received for a VC that has already been set up and configured by a previous **setup** VC command from the RP. A duplicate **setup** command may indicate that the RP did not receive a response from the line card for the previous **setup** command.

**Recommended Action** No action is required.

**Error Message** %ATMSPA-4-VCTEARDOWN: [chars]: VC tear down command received on the LC for a non-existing VC (VCD [dec])

**Explanation** The virtual circuit (VC) does not exist on the line card. The VC probably has been torn down by a previous **teardown** command from the route processor (RP). A duplicate **teardown** command may indicate that the RP did not receive a response from the line card for the previous **teardown** command.

**Recommended Action** No action is required.

**Error Message** %ATMSPA-4-VPSETUP: [chars]: VP setup command received on the LC for an existing VP (VPI [dec])

**Explanation** A command to set up a virtual path (VP) has been received for a VP that has already been set up. The VP has already been configured by a previous **setup** VP command from the route processor (RP). A duplicate **setup** command may indicate that the RP did not receive a response from the line card for the previous **setup** command.

**Recommended Action** No action is required.

**Error Message** %ATMSPA-4-VPTEARDOWN: [chars]: VP tear down command received on the LC for a non-existing VP (VPI [dec])

**Explanation** The virtual path (VP) does not exist on the line card. The VP probably has been torn down by a previous **teardown** command from the route processor (RP). A duplicate **teardown** command may indicate that the RP did not receive a response from the line card for the previous **teardown** command.

**Recommended Action** No action is required.

## ATOM\_NP\_CLIENT Messages

This section contains Any Transport Over MPLS (AToM) NP client messages.

### ATOM\_NP\_CLIENT-3

**Error Message** %ATOM\_NP\_CLIENT-3-INFO: %s

**Explanation** ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

**Recommended Action** Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %ATOM\_NP\_CLIENT-3-NOMEM: %s

**Explanation** ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %ATOM\_NP\_CLIENT-3-UNAVAILABLE: %s

**Explanation** ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

## ATOM\_NP\_CLIENT-4

**Error Message** %ATOM\_NP\_CLIENT-4-WARN: %s %d %s

**Explanation** ATOM Entry could not be added because: 1. Entry passed is invalid.

**Recommended Action** Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

## ATOM\_SEG Messages

This section contains Any Transport Over MPLS (AToM) Segment Handler messages.

### ATOM\_SEG-3

**Error Message** %ATOM\_SEG-3-UNAVAILABLE: Error freeing %s

**Explanation** ATOM Segment Handler error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_SEG-3-UNAVAILABLE: Illegal label %d update %s

**Explanation** AToM Segment Handler error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_SEG-3-UNAVAILABLE: Unsupported update %s

**Explanation** AToM Segment Handler error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# ATOM\_TRANS Messages

This section contains Any Transport Over MPLS (AToM) Layer 2 messages.

## ATOM\_TRANS-3

**Error Message** %ATOM\_TRANS-3-UNAVAILABLE: %s

**Explanation** An action attempted by the layer 2 transport over MPLS implementation encountered an unexpected condition

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-3-UNAVAILABLE: Failed to allocate local label for peer:%i, vcid:%u

**Explanation** Failed to allocate local label for specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-3-UNAVAILABLE: Failed to start AToM Manager

**Explanation** Failed to start and initialize AToM Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATOM\_TRANS-4

**Error Message** %ATOM\_TRANS-4-UNAVAILABLE: %s

**Explanation** AToM pseudowire uses undesirable configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATOM\_TRANS-5

**Error Message** %ATOM\_TRANS-5-UNAVAILABLE: %s

**Explanation** Disposition disabled for specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-5-UNAVAILABLE: %s

**Explanation** Disposition enabled for specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-5-UNAVAILABLE: %s

**Explanation** Imposition disabled specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-5-UNAVAILABLE: %s

**Explanation** Imposition enabled for specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUDIT Messages

This section contains audit messages.

### AUDIT-1

**Error Message** %AUDIT-1-UNAVAILABLE: Audit File Roll-over: %d

**Explanation** Audit Circular File Rolled Over.

**Recommended Action** Increase Audit filesize.

## AUDIT-3

**Error Message** %AUDIT-3-UNAVAILABLE: Cannot create Audit file.

**Explanation** File system error while creating the audit file.

**Recommended Action** Check DISK filesystems on the router.

**Error Message** %AUDIT-3-UNAVAILABLE: Cannot create Audit process.

**Explanation** Insufficient internal resource available to create process.

**Recommended Action** Check available memory on router.

**Error Message** %AUDIT-3-UNAVAILABLE: Cannot resize Audit file.

**Explanation** File system error while resizing the audit file.

**Recommended Action** Check DISK filesystems on the router.

**Error Message** %AUDIT-3-UNAVAILABLE: Cannot write to Audit file.

**Explanation** File system error while writing to the audit file.

**Recommended Action** Check DISK filesystems on the router.

## AUDIT-5

**Error Message** %AUDIT-5-UNAVAILABLE: Auditing disabled

**Explanation** Audit was disabled on the router.

**Recommended Action** Check if Audit was disabled by someone authorized to do so

**Error Message** %AUDIT-5-UNAVAILABLE: Auditing enabled

**Explanation** Audit was enabled on the router.

**Recommended Action** Audit logs can be verified, if changes are valid

**Error Message** %AUDIT-5-UNAVAILABLE: Filesystem changed. Hash: %s

**Explanation** FLASH/DISK Filesystems on the router changed.

**Recommended Action** Check if it is a valid change.

**Error Message** %AUDIT-5-UNAVAILABLE: Hardware changed. Hash: %s

**Explanation** Hardware on the router changed.

**Recommended Action** Check if it is a valid change.

**Error Message** %AUDIT-5-UNAVAILABLE: Running Configuration changed. Hash: %s

**Explanation** Running Config on the router changed.

**Recommended Action** Check if it is a valid change in config.

**Error Message** %AUDIT-5-UNAVAILABLE: Running Version changed. Hash: %s

**Explanation** Running Version on the router changed.

**Recommended Action** Check if it is a valid change.

**Error Message** %AUDIT-5-UNAVAILABLE: Startup Configuration changed. Hash: %s

**Explanation** Startup config on the router changed.

**Recommended Action** Check if it is a valid change.

## AUTHMGR Messages

This section contains Auth Manager messages.

### AUTHMGR-5

**Error Message** %AUTHMGR-5-UNAVAILABLE: Authorization failed for client (%s) on Interface %s

**Explanation** Authorization was unsuccessful

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-5-UNAVAILABLE: Authorization succeeded for client (%s) on Interface %s

**Explanation** Authorization was successful

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-5-UNAVAILABLE: Interface %s unauthorized

**Explanation** Port has become unauthorized

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-5-UNAVAILABLE: Security violation on the interface %s, new MAC address (%e) is seen.

**Explanation** A host on the specified interface is attempting to gain access into the network or is trying to authenticate in a host mode that does not support the number of hosts attached. This is treated as a security violation and the port has been error-disabled.

**Recommended Action** Ensure that the port is configured to support the number of hosts attached. Enter the **shutdown** command followed by **no shutdown** command to restart the port.

**Error Message** %AUTHMGR-5-UNAVAILABLE: Starting '%s' for client (%s) on Interface %s

**Explanation** Starting an authentication method

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-5-UNAVAILABLE: VLAN %d assigned to Interface %s

**Explanation** VLAN assignment

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTHMGR-7

**Error Message** %AUTHMGR-7-UNAVAILABLE: Authentication result '%s' from '%s' for client (%s) on Interface %s

**Explanation** Authentication result received from a method

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-7-UNAVAILABLE: Exhausted all authentication methods for client (%s) on Interface %s

**Explanation** All available authentication methods have been tried

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-7-UNAVAILABLE: Failing over from '%s' for client (%s) on Interface %s

**Explanation** Failing over from the current authentication method

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-7-RESULT: Authentication result '[chars]' from '[chars]' for client ([chars]) on Interface [chars]

**Explanation** The authentication result and method are displayed for the client.

**Recommended Action** No action is required.

## AUTH\_MGR\_ISSU Messages

This section contains Auth Manager in-service software upgrade (ISSU) messages.

### AUTH\_MGR\_ISSU-2

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The Auth Mgr ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show `issu session` and `show issu negotiated capability`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTH\_MGR\_ISSU-3

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: 'Feature Id %d, Tag %d' is not supported by Auth Mgr ISSU client at peer

**Explanation** The Auth Mgr ISSU client at the peer supervisor is not compatible for this message type. The Auth Mgr client will be marked as incompatible with the peer.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client %s transform failed for 'Feature Id %d, Tag %d'. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Auth Mgr state between the active device and the standby device is not identical.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client 'Feature Id %d, Tag %d' is not compatible

**Explanation** The Auth Mgr ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client capability exchange result incompatible.

**Explanation** The Auth Mgr ISSU client capability exchange have negotiated as incompatible with the peer.

**Recommended Action** Show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client capability list is empty.

**Explanation** The Auth Mgr ISSU client capability exchange list size is invalid.

**Recommended Action** Show issu message group and issu session, and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client does not have a valid registered session.

**Explanation** The Auth Mgr ISSU client does not have a valid registered session.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client failed to get the MTU for Feature Id %d, Tag %d. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to calculate the MTU for the specified message. The Auth Mgr ISSU client is not able to send the message to the standby device.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to unregister session information.

**Recommended Action** Show `issu session` and `show issu negotiated capability`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTORP Messages

This section contains Protocol Independent Multicast (PIM) version 2 Auto-Rendezvous Point (AUTORP) messages.

### AUTORP-2

**Error Message** %AUTORP-2-UNAVAILABLE: Error initializing the Auto-RP radix tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTORP-4

**Error Message** %AUTORP-4-UNAVAILABLE: AutoRP %s packet is received on interface %s with Source address=%i, Destination address=%i, TTL=%u, IP length=%u Datagram size/UDP length=%u

**Explanation** The AutoRP packet was received with wrong packet length. The packet has been dropped as it may be a malformed packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTORP-4-UNAVAILABLE: AutoRP %s packet, group %i with mask %i removed because of multicast boundary for %i with mask %i

**Explanation** The multicast boundary has a longer network mask than the AutoRP encoded group.

**Recommended Action** Use postive permit clauses in the AutoRP Access Control List

**Error Message** %AUTORP-4-UNAVAILABLE: Error expiring semi-static RP-mapping entry (%i/%d, RP:%i)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTORP-4-UNAVAILABLE: Error inserting a new entry into the RP-mapping radix tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTORP-5

**Error Message** %AUTORP-5-UNAVAILABLE: C-RP %i on interface %s has been removed

**Explanation** This is performed either because PIM is disabled on the interface or the interface card has been removed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTORP-5-UNAVAILABLE: RP for %i/%d is now %i

**Explanation** A new RP has been elected for the subject group prefix

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTORP-6

**Error Message** %AUTORP-6-UNAVAILABLE: AutoRP RP-MAPPING IDB %s is deleted

**Explanation** The configured rp-mapping idb has been deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTOSHUT Messages

This section contains automatic shutdown (utoshut) messages.

## AUTOSHUT-4

**Error Message** %AUTOSHUT-4-MOD\_AUTOSHUT: Module [dec] shutdown automatically, reset [dec] times within [dec] minutes due to [chars].

**Explanation** This message includes information about the automatic shutdown of a module.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTOSHUT-5

**Error Message** %AUTOSHUT-5-MOD\_AUTOSHUT\_SLOW: Module [dec] reset frequency exceeded threshold but over [dec] minutes. Hence NOT powering down module.

**Explanation** The module's reset frequency has exceeded the threshold, but over a period more than the preset period.

**Recommended Action** No action is required.

## AUTOSEC-3

**Error Message** %AUTOSEC-3-UNAVAILABLE: Applying AutoSecure config to running-conf failed with error %d

**Explanation** Configuration of the AutoSecure session could not be applied to the running configuration

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTOSEC-5

**Error Message** %AUTOSEC-5-UNAVAILABLE: AutoSecure is configured on the device

**Explanation** Security configuration of the device is done using AutoSecure.

**Recommended Action** Notification message only. No action required.

# BACKPLANE\_BUS\_ASIC Messages

This section contains backplane bus ASIC messages.

## BACKPLANE\_BUS\_ASIC-3

**Error Message** %BACKPLANE\_BUS\_ASIC-3-FAILURE\_INTR\_CFG: Failure to setup the Backplane Bus ASIC device interrupts.

**Explanation** The line card internal ASIC could not be initialized. As a result, the device has been disabled and the datapath will not be operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BACKPLANE\_BUS\_ASIC-4

**Error Message** %BACKPLANE\_BUS\_ASIC-4-DEV\_RESET: Backplane Bus Asic reset, interrupt [chars]

**Explanation** The backplane bus ASIC in the MSC/FlexWAN-ENH has received a fatal error. The ASIC will be reset and the MSC/FlexWAN-ENH will attempt to continue normal operation.

**Recommended Action** No action is required if traffic recovers. Otherwise, No action is required if traffic recovers. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %BACKPLANE\_BUS\_ASIC-4-EARL\_BUS\_SYNC\_ERR: Failed to sync Earl bus, Backplane Bus Asic version [dec]

**Explanation** The backplane bus ASIC in the line card failed to synchronize with the EARL bus.

**Recommended Action** If traffic recovers, no action is required. Otherwise, if the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.)

**Error Message** %BACKPLANE\_BUS\_ASIC-4-UNEXPECTED\_VERSION: Unexpected Backplane Bus ASIC version.

**Explanation** The line card is unable to recognize the version of the Hyperion ASIC.

**Recommended Action** No action is required if traffic passes through the line card. Otherwise, check the Bug Toolkit on Cisco's web site to determine a version in which the bug is fixed and upgrade accordingly. If traffic does not pass after the upgrade, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BACKPLANE\_BUS\_ASIC-5

**Error Message** %BACKPLANE\_BUS\_ASIC-5-BUS\_MODE\_CHANGE: The System Switching Bus Mode changed to %s mode

**Explanation** The System Switching Bus Interface device has changed switching bus modes.

**Recommended Action** The Supervisor has instructed this linecard to change the mode on the switching bus. No action is required from the user.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-BUS\_MODE\_CHANGE: The System Switching Bus Mode changed to [chars] mode

**Explanation** The supervisor engine has instructed this line card to change the mode on the switching bus.

**Recommended Action** No action is required.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-BUS\_SEQ\_ERR: Constellation bus Sequence Error. Resetting Backplane Bus Asic.

**Explanation** The switch processor has detected a sequence error on the backplane bus. A reset sequence from the EARL has been called to recover from this error. System traffic should recover and continue normally.

**Recommended Action** No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-DEV\_INIT\_FAILURE: The Backplane Bus Asic initialization failed

**Explanation** The backplane bus ASIC could not be initialized. As a result, this device is not operational and has been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-DEV\_INTR\_INFO: [chars]

**Explanation** This message provides more information about the interrupts from the backplane bus ASIC to the line card CPU.

**Recommended Action** No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-DEV\_RESET\_INFO: [chars]

**Explanation** This message provides more information about the interrupts leading to the reset of the backplane bus ASIC.

**Recommended Action** No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-MET\_TIMEOUT: Backplane Bus Asic MET table access timeout patch invoked

**Explanation** The linecard experienced an IO-BUS timeout while accessing the MET table. Recovery action taken.

**Recommended Action** No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-NULL\_DEV\_OBJECT: The Backplane Bus Asic device object pointer is set to NULL

**Explanation** The memory location of the backplane bus ASIC device object is invalid. The backplane bus ASIC operation is disabled and the device interrupt is now masked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-UNEXPECTED\_ERRMODE: Unexpected Backplane Bus Asic mode.

**Explanation** The linecard experienced an internal Backplane Bus Asic error condition when operating in flow through mode.

**Recommended Action** No action is required if traffic recovers. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

# BACKUP\_INTERFACE

**Error Message** %BACKUP\_INTERFACE-5-PREEMPT: Preempting interface %s in backup pair (%s, %s), preemption mode is %s

**Explanation** Preempting the current forwarding interface in the backup interface pair.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BAP-4

**Error Message** %BAP-4-UNAVAILABLE: %s %s %s in illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative and report the error message, the system version, and the router configuration. (Use the **show version** command to obtain the software version.)

**Error Message** %BAP-4-UNAVAILABLE: Failed to initialize AVL tree, BAP not started

**Explanation** BAP will not be operational and will not be negotiated.

**Recommended Action** Call your technical support representative and report the error message, the system version, and the router configuration. (Use the **show version** command to obtain the software version.)

# BCM Messages

This section contains Broadcom (BCM) switch messages.

## BCM-4

**Error Message** %BCM-4-UNAVAILABLE: Corrected ECC from L2 cache

**Explanation** A soft-parity error from the Layer 2 cache has been detected and corrected. Normal system operation should continue.

**Recommended Action** If there is a regular or sustained occurrence of this message, copy the error message exactly as it appears and report it to technical support representative.

**Error Message** %BCM-4-UNAVAILABLE: Corrected ECC from memory

**Explanation** A soft-parity error from the memory has been detected and corrected. Normal system operation should continue.

**Recommended Action** If there is a regular or sustained occurrence of this message, copy the error message exactly as it appears and report it to technical support representative.

## BCM3220-1

**Error Message** %BCM3220-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %BCM3220-3-UNAVAILABLE: CM trasmission error occurred.

**Error Message** %BCM3220-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If either message recurs, call your technical support representative for assistance.

**Error Message** %BCM3220-3-UNAVAILABLE: msgtxt\_ownershiperror

**Explanation** An Ethernet interface is malfunctioning, or an internal software error occurred.

**Recommended Action** Repair or replace the controller.

## BCM3220-3

**Error Message** %BCM3220-3-UNAVAILABLE: CM trasmission error occurred.

**Error Message** %BCM3220-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If either message recurs, call your technical support representative for assistance.

**Error Message** %BCM3220-3-UNAVAILABLE: msgtxt\_ownerror

**Explanation** An Ethernet interface is malfunctioning, or an internal software error occurred.

**Recommended Action** Repair or replace the controller.

## BDOMAIN-3

**Error Message** %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Security back-end subsystem did not initialize correctly (Reason: %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Table back-end subsystem did not initialize correctly (Reason: %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Security back-end subsystem did not initialize correctly (Reason: %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Table back-end subsystem did not initialize correctly (Reason: %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BEEP-3

**Error Message** %BEEP-3-UNAVAILABLE: %s %s

**Explanation** This is an internal BEEP library error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BEEP-3-UNAVAILABLE: %s at %s:%d

**Explanation** The BEEP subsystem had an error and may stop running.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD Messages

This section contains Bidirectional Forwarding Detection (BFD) messages.

### BFD-3

**Error Message** %BFD\_CFG-3-MALLOC\_CFG: Malloc failure %s %s

**Explanation** malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Chunk malloc failure - %s - 0x%X

**Explanation** chunk malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Client not found

**Explanation** client does not exist in client list

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Creation of BFD Private Buffer Pool failed

**Explanation** could not create private buffer pool

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed deleting node %x from wavl tree thread %d

**Explanation** wavl delete failed to a thread.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed initializing wavl tree.

**Explanation** wavl\_init failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed inserting node %x to wavl tree thread %d (%s)

**Explanation** wavl insert failed to a thread.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to create BFD IOU Process

**Explanation** IOU process failed to start

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to create BFD PP Process

**Explanation** pseudo-preemptive process failed to start

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to get kadis timer tick to start kadis timer.

**Explanation** kadis failed to get timer tick

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to malloc space for wavl tree.

**Explanation** wavl tree malloc failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to start Kadis. Status %d

**Explanation** kadis failed to start

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Illegal interface %d%s

**Explanation** interface number is out of range for platform

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Interface %s(%d) already in use

**Explanation** interface number is already in use

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Invalid queue element - %s

**Explanation** invalid queue element

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Invalid version type

**Explanation** invalid version type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Neighbor address type not specified as ADDR\_IP(%d), %d

**Explanation** client called bfd\_neighbor with uninitialized addrtype

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Unable to destroy %s %s

**Explanation** chunk destroy failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: bfd\_pak\_coalesce - %s failed

**Explanation** could not obtain or coalesce packet buffer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD-6

**Error Message** %BFD-6-UNAVAILABLE: BFD discriminators exhausted. No more sessions can be created.

**Explanation** Max. discriminators assigned

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-6-UNAVAILABLE: BFD transmit detected on standby

**Explanation** BFD packet transmission on standby

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-6-UNAVAILABLE: Maximum session creation limit %d reached.

**Explanation** Max. sessions created

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# BFD\_CFG Messages

**Error Message** %BFD\_CFG-3-MALLOC: Malloc failure %s

**Explanation** malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_CFG-3-WAVL\_DELETE: Wavl delete failed for %p

**Explanation** wavl delete failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_CFG-3-WAVL\_INIT\_FAIL: Failed initializing wavl tree

**Explanation** wavl\_init failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_CFG-3-WAVL\_INSERT\_FAIL: Wavl insert failed %s %s

**Explanation** wavl insert failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD FSM Messages

This section contains Bidirectional Forwarding Detection (BFD) Finite State Machine (FSM) messages.

### BFD FSM-3

**Error Message** %BFD FSM-3-UNAVAILABLE: Invalid current state 0x%X

**Explanation** state machine invalid state

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD FSM-3-UNAVAILABLE: Invalid event\_id 0x%X

**Explanation** state machine invalid event

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD FSM-3-UNAVAILABLE: Invalid machine pointer 0x%X

**Explanation** state machine invalid pointer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD FSM-3-UNAVAILABLE: Unable to apply event 0x%08X

**Explanation** state machine transition failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD FSM-3-UNAVAILABLE: obj: [0x%08X] event\_id: [0x%08X] er\_p: [0x%08X] arg: [0x%08X] session state %s - %s

**Explanation** state machine invalid transition

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# BFD\_HA Messages

This section contains Bidirectional Forwarding Detection (BFD) high availability (HA) messages.

## BFD\_HA-2

**Error Message** %BFD\_HA-2-CF: [chars] [dec]

**Explanation** An error occurred with the CompactFlash device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_HA-2-RESOURCE: [chars]

**Explanation** An error occurred in a system resource.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_HA-2-RF: [chars] [dec]

**Explanation** An error occurred in the RF system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD\_HA-3

**Error Message** %BFD\_HA-3-DELSSESS: [chars] [dec]

**Explanation** An error occurred while deleting a session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD\_ISSU Messages

This section contains Bidirectional Forwarding Detection (BFD) in-service software upgrade (ISSU) messages.

## BFD\_ISSU-2

**Error Message** %BFD\_ISSU-2-GET\_BUFFER: BFD ISSU client failed to get buffer for message. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-2-INIT: BFD ISSU client initialization failed to [chars].  
Error: [dec] ([chars])

**Explanation** The BFD ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-2-SEND\_NEGO\_FAILED: BFD ISSU client failed to send negotiation message. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-2-SESSION\_NEGO: BFD ISSU client encountered unexpected client nego\_done. Error: [dec] ([chars])

**Explanation** An ISSU-compliant client transitions through a series of internal states. The BFD ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-2-SESSION\_REGISTRY: BFD ISSU client failed to register session information. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## BFD\_ISSU-3

**Error Message** %BFD\_ISSU-3-INVALID\_SESSION: BFD ISSU client does not have a valid registered session.

**Explanation** The BFD ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-3-MSG\_SIZE: BFD ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to calculate the MTU for the specified message. The BFD ISSU client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-3-SESSION\_UNREGISTRY: BFD ISSU client failed to unregister session information. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-3-TRANSFORM\_FAIL: bfd ISSU client [chars] transform failed for message [dec]'. Error: [dec] ([chars])

**Explanation** The BFD ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the BFD state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

# BFD\_MAP Messages

**Error Message** %BFD\_MAP-3-MALLOC: Malloc failure %s

**Explanation** malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MAP-3-MALLOC\_MAP: Malloc failure %s %s

**Explanation** malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MAP-3-WAVL\_DELETE: Wavl delete failed for %p

**Explanation** wavl delete failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MAP-3-WAVL\_INIT\_FAIL: Failed initializing wavl tree

**Explanation** wavl\_init failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MAP-3-WAVL\_INSERT\_FAIL: Wavl insert failed %s %s

**Explanation** wavl insert failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## BFD\_MPLS Messages

**Error Message** %BFD\_MPLS-3-CFC\_REG\_FAIL: CFC registration failed rc %d

**Explanation** CFC registration failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MPLS-3-CFC\_UNREG\_FAIL: CFC unregistration failed rc %d

**Explanation** CFC unregistration failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MPLS-3-TP\_LSP: Session not created for intf %s/lsp %d. In-label %u in use for intf %s/lsp %d

**Explanation** BFD session mismatch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## BFD\_SCALE Messages

This section contains Bidirectional Forwarding Detection (BFD) credit-based workload messages.

### BFD\_SCALE-6

**Error Message** %BFD\_SCALE-6-INSUFFICIENT\_RESOURCES: Configuration not changed, exceeds maximum resource limit.

**Explanation** The configuration could not be changed due to a resource limitation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_SCALE-6-RESOURCES\_EXHAUSTED: BFD adjacency can not be created due to resource limitation.

**Explanation** A BFD adjacency cannot be created due to a resource limitation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD\_TEST Messages

This section contains Bidirectional Forwarding Detection (BFD) test messages.

### BFD\_TEST-3

**Error Message** %BFD\_TEST-3-BAD\_ADDR\_TYPE: Invalid address type [dec]

**Explanation** The BFD test process detected an invalid address type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-BAD\_TYPE: Invalid session type [dec]

**Explanation** The BFD test process detected an invalid session type.

**Explanation** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_INIT\_FAIL: Failed initializing wavl tree.

**Explanation** The BFD test process was unable to initialize a wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_INSERT\_FAIL\_IPV4: Failed inserting neighbor address %30i to wavl tree thread [dec]

**Explanation** The BFD test process was unable to insert an IPv4 node in a wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_INSERT\_FAIL\_IPV6: Failed inserting neighbor address %30P to wavl tree thread [dec]

**Explanation** The BFD test process was unable to insert an IPv6 node in a wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_TREE: Failed to malloc space for wavl tree.

**Explanation** The BFD test process was unable to allocate memory for a wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_WALK\_FAIL: wavl\_walk failed while walking wavl tree thread [dec] interface [dec]

**Explanation** A thread failed while walking the wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BBFD\_TEST-7

**Error Message** %BFD\_TEST-7-FSM\_STATE: Session  
[[IP\_address],[IP\_address],[chars],[int]], event [chars], state [chars] ->  
[chars]

**Explanation** State information is shown in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-7-RCV\_START: First packet has come in.

**Explanation** The first packet has been received.

**Recommended Action** This is an informational message only. No action is required.

## BGP Messages

This section contains Border Gateway Protocol (BGP) messages.

### BGP-2

**Error Message** %BGP-2-INSUFMEM: Insufficient memory for [chars] entry

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## BGP-3

**Error Message** %BGP-3-ADDRROUTE: Unable to add route for [chars] to radix trie

**Explanation** An addition to the radix trie could not be completed because of an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-BADMASK: Attempt to install route for %i without valid mask in [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-BADROUITEMAP: Bad parameters in the route-map [chars] applied for [chars]

**Explanation** The route map contains incorrect entries.

**Recommended Action** Correct the route map.

**Error Message** %BGP-3-BGP\_INCONSISTENT: [chars] Inconsistent [chars]

**Explanation** An error was detected in a data structure. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-DELPATH: Attempted to delete path from an empty net for [chars]

**Explanation** A BGP path could not be deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-DELROUTE: Unable to remove route for [chars] from radix trie

**Explanation** The system was unable to delete a route from the radix trie.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-INSUFCHUNKS: Insufficient chunk pools for [chars], requested size [dec]

**Explanation** The static chunk pools size is too small.

**Recommended Action** Collect the chunk and BGP summary. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-INVALID\_MPLS: Invalid MPLS label ([dec]) received in update for prefix [chars] from [chars]

**Explanation** An invalid MPLS label was found in a received BGP message. This indicates that there is some problem on the remote router.

**Recommended Action** Check the configuration of the remote router.

**Error Message** %BGP-3-MARTIAN\_IP: [chars] Martian prefix [chars] in [chars]

**Explanation** A Martian prefix was found in the BGP message. This indicates that there is some problem on the remote router.

**Recommended Action** Check the configuration of the remote router.

**Error Message** %BGP-3-MAXPFEXCEED: No. of prefix received from [chars][chars][chars] (afi [dec]): [dec] exceed limit [dec]

**Explanation** The number of prefixes received from a neighbor exceeds the configured limit. The message displays the session number or VRF identifier, if applicable.

**Recommended Action** Check the number of prefixes received from the neighbor and determine whether the limit should be increased.

**Error Message** %BGP-3-NOBITFIELD: Could not allocate bitfield. Cannot open session to [chars]

**Explanation** The allocation of a neighbor index for this neighbor has failed because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %BGP-3-NOTIFICATION: [chars] neighbor [chars] [dec]/[dec] ([chars]) [dec] bytes [chars]

**Explanation** An error condition has been detected in the BGP session. A notification message is being sent or received and the session will be reset. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

**Recommended Action** This message represents an error in the session and its origin should be investigated. If the error is reported periodically, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-ORF\_PFXLIST: Received misformatted prefixlist ORF from [chars]

**Explanation** The received prefix list outbound route filter (ORF) is misformatted.

**Recommended Action** Check the prefix list ORF implementation on the neighboring router.

**Error Message** %BGP-3-PER\_VRF\_AGGR: pervrfaggr label: [chars]

**Explanation** The TFIB asks for a label for a prefix in the VRF routing table. The per-VRF-aggregate label will be assigned to the connected type or BGP aggregate prefix when BGP runs a best-path calculation. This message might appear when a prefix changes to a connected type or BGP aggregate type.

**Recommended Action** No action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-RADIXINIT: Radix trie initialization failed

**Explanation** Initialization of the radix tree could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## BGP-4

**Error Message** %BGP-4-AFIMPORT: [chars] prefixes imported to [chars] vrf reached the limit [dec]

**Explanation** The number of prefixes imported from an address family to a VRF has reached the configured limit

**Recommended Action** Check the number of imported prefixes from the address family and determine whether the limit should be increased or if the **ip vrf import route-map** command is configured correctly.

**Error Message** %BGP-4-ATTRNULL: A NULL attribute has been assigned to a path

**Explanation** The path was incorrectly assigned a value of NULL instead of a valid attribute.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-4-BFD\_NOT\_ONEHOP: BFD is supported for single hop neighbors. [chars] is not single hop neighbor

**Explanation** Bidirectional forwarding detection (BFD) is not enabled because the configured neighbor is not a single hop. BFD is supported only for single hop neighbors.

**Recommended Action** Unconfigure BFD from BGP.

**Error Message** %BGP-4-MAXDYNBR: BGP:DN: Cannot create new neighbor [chars], for range [chars]: maximum number of [dec] dynamic neighbors limit reached

**Explanation** The number of dynamically created subnet range neighbors has reached a warning limit.

**Recommended Action** Check the number of listen range limit configured for dynamic subnet neighbors and determine whether the limit should be increased.

**Error Message** %BGP-4-MAXPFX: No. of prefix received from [chars][chars][chars] (afi [dec]) reaches [dec], max [dec]

**Explanation** The number of prefixes received from a neighbor has reached a warning limit. The message displays the session number or VRF identifier, if applicable.

**Recommended Action** Check the number of prefixes received from the neighbor and determine whether the limit should be increased.

**Error Message** %BGP-4-MAX\_EXTCOMM\_EXCEED: Exceeded limit of [dec] extended communities per advertised prefix

**Explanation** An attempt was made to advertise a prefix with an extended community attribute containing more extended communities than the allowed limit.

**Recommended Action** Reduce the configured number of route targets or other extended communities that will be added to prefix advertisements.

**Error Message** %BGP-4-NBRTRACK: Route Tracking failed on memory. Neighbor tracking for route-fall-over will stop

**Explanation** The route tracking system failed to allocate memory. Neighbor route fallover will stop tracking neighbor routes in order to free some memory.

**Recommended Action** If the system is stable, then reconfigure neighbor route fallover. If this message reappears, neighbor route fallover has been unconfigured.

**Error Message** %BGP-3-NEGCOUNTER: Prefix-accepted counter negative for peer [chars], prefix [chars]

**Explanation** The counter value for accepted prefixes is less than zero, which is an illegal value. This indicates an internal software error.

**Recommended Action** Reset the session.

**Error Message** %BGP-4-NORTRID: BGP could not pick a router-id. Please configure manually.

**Explanation** The BGP router ID has not been manually configured and BGP is unable to allocate a router ID from the IPv4 address of one of its interfaces.

**Recommended Action** Make sure that at least one interface is up and has a valid IPv4 address, or configure the router ID manually.

**Error Message** %BGP-4-RIDSYNC: BGP routes are redistributed to OSPF. For synchronization to work, you must manually configure the BGP router-id to be the same as the OSPF router-id.

**Explanation** For synchronization to work, the BGP router ID must be the same as the OSPF router ID at all times that the router is up.

**Recommended Action** If synchronization is turned on between one instance of OSPF and BGP, make sure to manually configure a BGP router ID that is identical to the router ID of the particular OSPF instance.

**Error Message** %BGP-4-VPNv4NH\_MASK: Nexthop %i may not be reachable from neighbor [chars] - not /32 mask

**Explanation** We are sending to an IBGP neighbor a VPNv4 route whose next hop address is our loopback, which does not have a 32 bit mask. In addition, we are using OSPF on this loopback, and the OSPF network type of this interface is loopback. OSPF advertises this address as a host route (with mask /32) regardless of what mask is configured. This conflicts with the Tag Distribution Protocol (TDP), which uses configured masks, so our TDP neighbors may not receive a tag for this route. As a result, connectivity could be lost between sites that belong to the same VPN.

**Recommended Action** Configure the loopback used as the next hop with a 32 bit IP host mask (/32), or configure the **ip ospf network point-to-point** command on this loopback.

**Error Message** %BGP-4-VPN\_NH\_IF: Nexthop [chars] may not be reachable from neighbor [chars] - not a loopback

**Explanation** We are sending to an IBGP neighbor a VPN route whose the next hop is one of our directly-connected physical interfaces. The label for the next hop address may be removed in the MPLS cloud one hop soon. Since the P routers do not have VPN information, they do not know where to forward packets with the BGP label. As a result, connectivity could be lost between VPN sites.

**Recommended Action** Use loopback interfaces as the next hops for VPN IBGP neighbors.

## BGP-5

**Error Message** %BGP-5-ADJCHANGE: neighbor [chars] [chars] [chars] [chars] [chars]

**Explanation** A BGP neighbor has either come up or gone down, as indicated. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

**Recommended Action** This informational message normally appears as routers and BGP neighbors go up or down. However, unexpected neighbor loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message** %BGP-5-DAMPENING\_DECAY\_TIME: Decay time from maximum penalty to suppress penalty is [dec] secs. Maximum penalty: [dec], suppress penalty: [dec]

**Explanation** The configured dampening parameters may not be feasible. The time window between maximum penalty and suppress penalty may be low.

**Recommended Action** If the decay time from maximum penalty to suppress penalty is too low, increase the half-life time or the maximum penalty values.

**Error Message** %BGP-5-DAMPENING\_HIGH\_MAX\_PENALTY: Maximum penalty ([dec]) is more than allowed maximum ([dec]). Dampening is OFF

**Explanation** The configured dampening parameters may not be feasible. The maximum penalty is more than the allowed maximum. As a result, dampening will be off.

**Recommended Action** Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is more than the allowed maximum, reduce maximum suppress time. The maximum penalty should be greater than the suppress penalty but less than the maximum allowable penalty.

**Error Message** %BGP-5-DAMPENING\_LOW\_MAX\_PENALTY: Maximum penalty ([dec]) is less than suppress penalty ([dec]), Dampening is OFF

**Explanation** The configured dampening parameters may not be feasible. The maximum penalty is less than the configured suppress penalty. As a result, dampening will be off.

**Recommended Action** Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is less than the suppress penalty, increase the maximum suppress time. The maximum penalty should be greater than the suppress penalty but less than the maximum allowable penalty.

**Error Message** %BGP-5-VERSION\_WRAP: bgp version wrapped of [chars]

**Explanation** The BGP table version has reached its maximum value and has wrapped around. The message describes this event.

**Recommended Action** This message is informational. However, frequent occurrences of such an event might indicate high error rates or high packet loss in the network and should be investigated.

## BGP-6

**Error Message** %BGP-6-ASPATH: [chars] AS path [chars] received from [chars]: [chars]

**Explanation** The remote BGP peer sent an update with an invalid autonomous system (AS) path.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-6-BIGCHUNK: Big chunk pool request ([dec]) for [chars].  
Replenishing with malloc

**Explanation** This is an informational message describing an internal software operation. If the static chunk pool size can not service the request, it will be serviced with a memory allocation (malloc) process.

**Recommended Action** No action is required.

**Error Message** %BGP-6-NEXTHOP: Invalid next hop (%i) received from [chars]: [chars]

**Explanation** The remote BGP peer sent a route with an illegal next hop. The route was ignored.

**Recommended Action** No action is required.

## BGP\_MPLS Messages

This section contains BGP MPLS common messages.

### BGP\_MPLS-3

**Error Message** %BGP\_MPLS-3-GEN\_ERROR: [chars]

**Explanation** This message describes a general runtime error related to BGP MPLS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-IPRMCONNECT: [chars]

**Explanation** BGP VPNv4 failed to register to the IP rewrite manager (IPRM) component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-LABELALLOC: [chars]

**Explanation** An MPLS label could not be allocated for a prefix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-LSDCONNECT: [chars]

**Explanation** BGP VPNv4 failed to register to the MPLS forwarding component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-NBR\_ROUTE: [chars]

**Explanation** An error occurred in manipulating the BGP neighbor route needed for MPLS operations.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP/MPLS-3-PERVRF: pervrfaggr label: [chars]

**Explanation** An error occurred related to the per-VRF label feature.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP/MPLS-3-PER\_VRF\_AGGR: pervrfaggr label: [chars]

**Explanation** An error occurred related to the per-VRF aggregate label feature.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP/MPLS-3-SIZEMISMATCH: Label table size ([dec]) mismatch, checkpt key creation failed

**Explanation** A BGP MPLS label table size mismatch was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-VPN\_REWRITE: [chars]

**Explanation** An error occurred in installing, updating, or removing a VPN rewrite entry in the MPLS forwarding table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BGP\_MPLS-4

**Error Message** %BGP\_MPLS-4-LABELALLOC: Label allocation failure

**Explanation** A resource limitation was encountered while allocating a local label on the router.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BGP\_MPLS-7

**Error Message** %BGP\_MPLS-7-IASLABELALLOC: Failed to create rewrite for prefix [chars], reason: [chars]

**Explanation** A BGP MPLS VPN rewrite creation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP/MPLS-7-IPv4LABELALLOC: Failed to allocate label for IPv4 prefix %i/[dec]

**Explanation** A BGP MPLS IPv4 label allocation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BIT-4

**Error Message** %BIT-4-UNAVAILABLE: bit %d is not in the expected range of %d to %d

**Explanation** An invalid request was detected by the bitlist subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BPE-3

**Error Message** %BPE-3-UNAVAILABLE: Invalid IDB type passed [%d - %s]

**Explanation** Idb type passed is not supported by this function

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Invalid MAC for slot [%d/%d/%d]

**Explanation** Could not get proper MAC address for a given slot/subcard/port

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Malloc Failed [%s]

**Explanation** Could not allocate memory

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Null idb pointer [%s:%x]

**Explanation** Interface pointer is not initialized

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Port number[%d] is not valid

**Explanation** Port number is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Slot number[%d] is not valid

**Explanation** Slot number is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BRI-1

**Error Message** %BRI-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %BRI-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## BRI-4

**Error Message** %BRI-4-UNAVAILABLE: msgtxt\_initfail

**Explanation** ISDN leased line requires an ISDN switch type configure.

**Recommended Action** Choose and configure a BRI switch type; if unsure, choose any switch.

## BRIMUX-1

**Error Message** %BRIMUX-1-UNAVAILABLE: Software error: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BRIMUX-3

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d %s

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, failed to acknowledge download data block %d

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, failed to send upload data block %d

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, upload data length read %d, truncate to %d bytes

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, wrong block %d for data upload, expect %d

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, wrong upload address received 0x%x, requested 0x%x

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d DPM, test failed at offset 0x%x, expect 0x%x, read 0x%x

**Explanation** A BRIMUX board hardware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BRIMUX-4

**Error Message** %BRIMUX-4-UNAVAILABLE: Slot %d BRIC, lost heartbeat for %d seconds

**Explanation** A BRIMUX board hardware or firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BRIMUX-5

**Error Message** %BRIMUX-5-UNAVAILABLE: B%d of BRI%d on slot %d BRIC, changed state to %s

**Explanation** A B-channel on the BRIMUX board changed state.

**Recommended Action** No action is required.

**Error Message** %BRIMUX-5-UNAVAILABLE: BRI%d on slot %d BRIC, changed state to %s

**Explanation** A port on the BRIMUX board changed state.

**Recommended Action** No action is required.

**Error Message** %BRIMUX-5-UNAVAILABLE: Slot %d BRIC, changed state to %s

**Explanation** A BRIMUX board changed state.

**Recommended Action** No action is required.

## BSC-2

**Error Message** %BSC-2-UNAVAILABLE: No buffers available on interface %s.

**Explanation** This message indicates that memory in the router was exhausted.

**Recommended Action** Perform diagnostics on the router to locate the subsystem or interface responsible for consuming memory. The only method that will clear this situation is to reload the router.

## BSC-3

**Error Message** %BSC-3-UNAVAILABLE: Line state Tx when receiving %s on line %s

**Explanation** An unexpected receive occurred during a transmission.

**Recommended Action** Verify that the line has been consistently defined in regards to the carrier. If a message report was sent, hard-on stop and start the bisynchronous interface in question.

**Error Message** %BSC-3-UNAVAILABLE: Peer %s is incorrect type

**Explanation** This message occurs only when BSC local-ack is configured. It indicates the serial interfaces that are using the BSTUN tunnel are configured incorrectly, that is, both have been configured as a secondary.

## BSR Messages

This section contains Bootstrap Router (BSR) messages.

## BSR-5

**Error Message** %BSR-5-CBSR\_REMOVED: Candidate-BSR on interface [chars] has been removed

**Explanation** The interface card has been removed.

**Recommended Action** No action is required.

**Error Message** %BSR-5-CRP\_REMOVED: Candidate-RP on interface [chars] has been removed

**Explanation** The interface card has been removed.

**Recommended Action** No action is required.

## BSTUN-2

**Error Message** %BSTUN-2-UNAVAILABLE: Interface %s, no buffer available to %s

**Explanation** A memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

**Recommended Action** Reconfigure the BSTUN group. If memory shortages persist, call your technical support representative for assistance.

## BSTUN-3

**Error Message** %BSTUN-3-UNAVAILABLE: %s: bad len or unknown op, op %d, len %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: %s: peer %s, wrong magic, mine %x, theirs %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: %s: sent %s to %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: %s: wrong magic, mine %x, theirs %x (%d)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: CONN: Peer %s, illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: CONN: bad connection (%d), peer: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: Could not setup interface for protocol %s

**Explanation** BSTUN was unable to start the interface for handling the specified protocol traffic.

**Recommended Action** If this message appears while you are configuring BSTUN, check for other system errors, such as no available memory in the router, or the interface shutting down. If no obvious problem can be detected, record all the displayed values and any other BSTUN error messages, and contact your technical support representative.

**Error Message** %BSTUN-3-UNAVAILABLE: No bstun group defined on interface %s

**Explanation** An action was taken that requires the previous definition of a BSTUN group number.

**Recommended Action** Make sure encapsulation bstun and the bstun group have been defined for the interface.

**Error Message** %BSTUN-3-UNAVAILABLE: No peer configured to route frame with destination address %s (bstun group %d)

**Explanation** A BSTUN route has not been configured for the frame with a destination address.

**Recommended Action** If this message appears while you are debugging bstun, it indicates that no specific bstun route has been configured for the frames being received with the device address listed in the packet debug trace. You may choose to configure a bstun route, or ignore this message.

**Error Message** %BSTUN-3-UNAVAILABLE: Unknown protocol event %d on interface %s

**Explanation** An event passed to the BSTUN layer for processing could not be decoded.

**Recommended Action** Perform a hard restart on the indicated interface.

**Error Message** %BSTUN-3-UNAVAILABLE: passive open from %i(%d) - %d failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BSTUN-4

**Error Message** %BSTUN-4-UNAVAILABLE: %s: sent %s to ([%u])%i

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-4-UNAVAILABLE: Cannot define duplicate route on the same group

**Explanation** This route command is defined on another interface belonging to the same group.  
Cannot define duplicate route on the same group

**Recommended Action** Consider defining a new group and moving this interface onto that group

**Error Message** %BSTUN-4-UNAVAILABLE: Peer %s, wrong state %d (%d)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BSTUN-6

**Error Message** %BSTUN-6-UNAVAILABLE: %s %s, %i (%d)

**Explanation** This route closed a BSTUN connection with a remote peer.

**Recommended Action** Examine this router to see why it closed this connection with this peer. This can be caused by normal events, such as reconfiguration.

**Error Message** %BSTUN-6-UNAVAILABLE: %s: %s: %s, op %x, len %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-6-UNAVAILABLE: %s: peer %s opened, [previous state %s]

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** Informational message only. No action required.

**Error Message** %BSTUN-6-UNAVAILABLE: CONN: opening peer %s, %d

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** Informational message only. No action required.

**Error Message** %BSTUN-6-UNAVAILABLE: CONN: peer %s open failed, %s [%u]

**Explanation** An attempt to connect to a remote TCP BSTUN peer failed.

**Recommended Action** Verify that the remote peer is accessible from this router, that it is running software capable of supporting BSTUN, and that it is configured correctly.

**Error Message** %BSTUN-6-UNAVAILABLE: PHDR: reconnect from peer %s

**Explanation** A remote peer reestablished a connection to this router.

**Recommended Action** Informational message only. No action required.

**Error Message** %BSTUN-6-UNAVAILABLE: Process terminating. Due to signal %d. Subcode %d. Address %x.

**Explanation** The BSTUN background process is terminating.

**Recommended Action** If this message appears while you are unconfiguring BSTUN, no action is required. Otherwise, record all the displayed values and any other BSTUN error messages, and contact your technical support representative.

**Error Message** %BSTUN-6-UNAVAILABLE: passive open %i(%d) - %d

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** Informational message only. No action required.

**Error Message** %BSTUN-6-UNAVAILABLE: peer %s closed [previous state %s]

**Explanation** A remote peer closed a BSTUN connection with this router.

**Recommended Action** Examine the other router to see why it closed this connection with this peer. This can be caused by normal events, such as reconfiguration.

**Error Message** %BSTUN-6-UNAVAILABLE: shutting down peer %s on %s

**Explanation** A connection to a remote peer is being shut down. This is typically the result of user intervention in BSTUN reconfiguration or disabling. This is good, expected behavior.

**Recommended Action** Informational message only. No action required.

## BUFCAP Messages

**Error Message** %BUFCAP-3-ACTIVE\_CAPPOINT: Invalid operation was attempted on an active capture point %s.

**Explanation** Invalid operation was attempted on an active capture point.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BUNDLES Messages

This section contains Bundles messages.

### BUNDLES-3

**Error Message** %BUNDLES-3-ALLOCATION: Bundle allocation error: [chars]

**Explanation** An internal software error occurred. This error is probably caused by a low-memory condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BUNDLES-3-PLATFORMSPACE: Platform attempted to access unreserved space

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BUNDLES-3-TYPENOTISSUAWARE: Bundle type [chars] must be ISSU aware to send to slot(s) [chars]

**Explanation** The bundle type is not In Service Software Upgrade (ISSU) aware so cannot be distributed to a slot with which ISSU negotiation has occurred. This indicates a design problem that requires code changes to fix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2950\_MONITOR Messages

This section contains Catalyst 2950 series switch monitor messages.

### C2950\_MONITOR-3

**Error Message** %C2950\_MONITOR-3-C2950MONITOR\_UNKNOWN\_PARAM: Unknown trap type:[dec] received in emt\_call function.

**Explanation** An unknown trap type occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C1400

**Error Message** %C1400\_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to big\_endian failed.

**Explanation** A software error occurred in trying to determine PCI device addressing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** %C1400\_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to big\_endian is not supported Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to little\_endian failed.

**Explanation** A software error occurred in trying to determine PCI device addressing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to little\_endian is not supported

**Explanation** Conversion of an address to an equivalent little endian address is not supported by QSpan PCI device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: PCI Bus bridge does not exist

**Explanation** The device initialization code was unable to locate the PCI Bus bridge. It may be necessary to replace the board.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** The system could not read from the PCI Bus. It may be necessary to replace the board.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: PCI Configuration Write Failed for bus %d, Device %d, function %d, register %d

**Explanation** The device initialization code was unable to write to the PCI Bus. It may be necessary to replace the board.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C1600

**Error Message** %C1600-4-UNAVAILABLE: Unable to load images or communicate over interface

**Explanation** The operation might have failed because of a transient network problem.

**Recommended Action** Retry the operation. If the problem persists, call your technical support representative for assistance.

**Error Message** %C1600-4-UNAVAILABLE: Interface %d, (0-1 Onboard interfaces 2=WIC) Invalid interface (Unknown, Uninitialized or Bad Cookie value read)

**Explanation** Your router is functional; however, there is an interface that the software does not recognize.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## C1700-3

**Error Message** %C1700-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Call your technical support representative for assistance, if necessary.

**Error Message** %C1700-1-UNAVAILABLE: The shutdown button is pressed, MRP will be into shutdown mode

**Explanation** The machine enters the checkstop state, which stops all the tasks and has to be hardware reset in order to bring back

**Recommended Action** Power cycle reset

**Error Message** %C1700-3-UNAVAILABLE: Could not download startup configuration from the tftp server.

**Explanation** Startup configuration could not be downloaded from the tftp server. The specified file might not be available or the server might be unreachable.

**Recommended Action** Check the file name and availability on the server. Check if the network is up and the tftp server could be reached.

**Error Message** %C1700-3-UNAVAILABLE: Invalid Port Adaptor type (%d) reported for mainboard

**Explanation** The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a new mainboard type and the software release you are running does not support the new mainboard type.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C1700-3-UNAVAILABLE: TDM Module does not support WAN Interface module %x in slot %d

**Explanation** The WAN interface card was not recognized by the TDM module. Internal connections required for this WAN interface card to function were not made

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C1700-3-UNAVAILABLE: The IOS image loaded supports voice. The platform you are running is not voice capable.

**Explanation** The voice-capable IOS detects it is running on a platform which does not support voice.

**Recommended Action** Check the image and the platform. If you need to use voice, you should get a c1750. If you do not need voice, you should load an image which does not include voice.

**Error Message** %C1700-3-UNAVAILABLE: The eeprom version field has an invalid entry (%c)

**Explanation** The Cookie has an invalid version number and could possibly be corrupted.

## C1700-5

**Error Message** %C1700-5-UNAVAILABLE: NVRAM configuration is not supported.

**Explanation** Startup configuration could not be stored in NVRAM. It is stored in the SBC

**Recommended Action** The config is automatically saved by the management application. It could also be saved by copying the running config to a server using ftp.

## C1700\_EM\_1

**Error Message** %C1700\_EM-1-UNAVAILABLE: %s

**Explanation** An error occurred in the application using VPN Module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: %s creation failed for slot %d

**Explanation** The VPN Module driver could not allocate memory for the specified data structure.

**Recommended Action** Consider adding more memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: %s packet buffer, pak=0x%08x

**Explanation** A software or hardware error occurred. The VPN Module driver detected that the buffer ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: %s received a packet with size %d.

**Explanation** Packet exceeds MTU size

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: Alignment failure on packet buffer: 0x%08x

**Explanation** A software error occurred. The VPN Module driver detected that the buffer is not aligned correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: Multiple VPN Modules not supported, (%d) found

**Explanation** Multiple VPN Modules not supported

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: Slot %d: %s

**Explanation** The VPN Module driver failed to initialize at the specified point.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: VPN Module CGX mailbox bad state: found=%x, expect=%x

**Explanation** VPN Module CGX mailbox bad state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: VPN Module Command Processor alignment error: (%s=%#X)

**Explanation** VPN Module Command Processor alignment error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: VPN Module Command Processor initialization failed: (%s)

**Explanation** VPN Module Command Processor initialization failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: VPN Module cannot lock semaphore sem=%d

**Explanation** VPN Module cannot lock semaphore.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C1700\_EM\_3

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module Command Processor error: (%s)

**Explanation** VPN Module Command Processor error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module Command Processor got event: major=%d, minor=%d

**Explanation** VPN Module Command Processor error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module DSP is not responding.

**Explanation** VPN Module DSP is not responding.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module could not read its own NVRAM configuration: (%d)

**Explanation** VPN Module NVRAM error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module failed its onboard memory test. Page 0x%X, Addr 0x%X, Wrote 0x%X, Read 0x%X

**Explanation** VPN Module memory test error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module firmware download failed: %s

**Explanation** VPN Module firmware download failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module returned bad boot status: (%d)

**Explanation** VPN Module boot sequence error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C1700\_EM\_6

**Error Message** %C1700\_EM-6-UNAVAILABLE: %s shutting down

**Explanation** The specified VPN Module is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only. It occurs in normal operation.

## C2600-1

**Error Message** %C2600-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2600-3

**Error Message** %C2600-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** All the available MAC addresses for the system have been allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

**Explanation** The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: Failed to erase config due to internal error

**Explanation** Password protection feature failed to erase config due to internal error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: Invalid Port Adaptor type (%d) reported for mainboard

**Explanation** The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a newmainboard type and the software release you are running does not support the new mainboard type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** A PCI Bus Configuration Read cycle failed. The mainboard needs to be replaced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: PCI Configuration Write Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** A PCI Bus Configuration Write cycle failed. The mainboard needs to be replaced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: c2600\_big\_endian\_addr: Attempted conversion of invalid address (0x%x)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: c2600\_little\_endian\_addr: Attempted conversion of invalid address (0x%x)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: get\_pci\_dev\_num: Invalid bay (%d) or device number offset (%D)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: pas\_get\_device\_subunit: Invalid PCI device number: %d

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600\_MAINBOARD\_ASYNC\_PQUICC-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

**Recommended Action** Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

## C2950\_MONITOR-3

**Error Message** %C2950\_MONITOR-3-UNAVAILABLE: Unknown trap type:%d received in emt\_call function.

**Explanation** Unknow trap type. Some feature requires this trap type to be handled

**Error Message** %C29ATM-3-UNAVAILABLE: Cannot create VCC %s.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C29ATM-3

**Error Message** %C29ATM-3-UNAVAILABLE: Cannot create VCC for %s, run out of VCD

**Explanation** The module was unable to create a VCC for the specified service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-3-UNAVAILABLE: The IF index array is full, count 0x%x

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-3-UNAVAILABLE: The module attempted to transmit frame on a closed or non-existent VCD: vcd = %d

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C29ATM-4

**Error Message** %C29ATM-4-UNAVAILABLE: %s discarded because it is not associated with a VCD: vpi = %d vci = %d

**Explanation** An OAM cell or an AAL5 frame was discarded because it was not associated with a VCD

**Recommended Action** Check the configuration of your ATM switch.

**Error Message** %C29ATM-4-UNAVAILABLE: %s: %s : %d

**Explanation** Address Table Management

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-4-UNAVAILABLE: %s: %s : %e

**Explanation** Address Table Management

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-4-UNAVAILABLE: %s: %s

**Explanation** ATM IDB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-4-UNAVAILABLE: AAL5 discarded because it is too large to buffer: vpi = %d, vci = %d, size = %d

**Explanation** An AAL5 frame destined for IOS was discarded because it was too large to buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2KATM-0

**Error Message** %C2KATM-0-UNAVAILABLE: Host interface bit not set.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2KATM-3

**Error Message** %C2KATM-3-UNAVAILABLE: Cannot create VCC %s.

**Explanation** The module was not able to create a VCC for the specified service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2KATM-3-UNAVAILABLE: Cannot create VCC for %s, no free VCDs

**Explanation** The module was unable to create a VCC for the specified service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2KATM-3-UNAVAILABLE: The IF index array is full, count 0x%x

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2KATM-3-UNAVAILABLE: The module attempted to transmit frame on a closed or non-existent VCD: vcd = %d

**Explanation** The module attempted to transmit frame on a closed or non-existent VCD.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2KATM-4

**Error Message** %C2KATM-4-UNAVAILABLE: %s discarded because it is not associated with a VCD: vpi = %d vci = %d

**Explanation** An OAM cell or an AAL5 frame was discarded because it was not associated with a VCD

**Recommended Action** Check the configuration of your ATM switch.

**Error Message** %C2KATM-4-UNAVAILABLE: AAL5 discarded because it is too large to buffer: vpi = %d, vci = %d, size = %d

**Explanation** An AAL5 frame destined for IOS was discarded because it was too large to buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C3600-3

**Error Message** %C3600-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** MAC address allocation failed because of an incorrect slot and port combination, which exceeds the maximum available hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C3600-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

**Explanation** The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C3600-3-UNAVAILABLE: Failed to erase config due to internal error

**Explanation** Password protection feature failed to erase config due to internal error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C3600-3-UNAVAILABLE: Number of slots in chassis is undefined.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %C3600-3-UNAVAILABLE: Unknown chassis model.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %C3600-3-UNAVAILABLE: Unknown platform type

**Explanation** The Cisco IOS software image does not recognize the motherboard revision of this router. This could indicate either a hardware failure or that the software needs to be upgraded to recognize newer hardware.

**Recommended Action** Verify you are using a recommended revision of the Cisco IOS Software for your hardware. Upgrade if necessary. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C3600-4

**Error Message** %C3600-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

**Explanation** Data stored in midplane is bad.

**Recommended Action** Contact technical support to update your system.

**Error Message** %C3600-4-UNAVAILABLE: Midplane data version mismatch.

**Explanation** Data stored in midplane is out of date and needs update.

**Recommended Action** Contact technical support to update your system.

**Error Message** %C3600-4-UNAVAILABLE: Unknown MAC address block size.

**Explanation** Data stored in backplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

## C4CWY-DSPRM-3

**Error Message** %C4GWY\_DSPRM-3-UNAVAILABLE: Insufficient DSP resources for timeslot %d on port %s

**Explanation** The configuration requires more DSP resources than are available.

**Recommended Action** Change the configuration to specify fewer used timeslots. Install additional DSP resources to allow more complex configurations.

## C4CWY-DSPRM-5

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: Configured codec %d is not supported with this dsp image.

**Explanation** Codec negotiation failed.

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: DSP %d in slot %s, NOT RESPONDING - auto restart(%d times)

**Explanation** The DSP failed the background keep-alive test.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: DSP %d is in the failed state

**Explanation** The DSP entered the FAILED state due to alarm indications.

**Recommended Action** Replace the DSP resource.

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: DSP %d is not present

**Explanation** All 4 DSP SIMMs not available .

**Recommended Action** Install all 4 hardware DSP SIMMs .

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: DSP %d, changed state to %s

**Explanation** The DSP resource changed state.

**Recommended Action** LOG\_STD\_NO\_ACTION

## C4K\_IOSINTF-4

**Error Message** %C4K\_IOSINTF-4-UNAVAILABLE: Failed to allocate internal VLAN for interface %s. The interface will remain down.

**Explanation** When a routed port or port channel interface is enabled, it must allocate an internal VLAN in order to operate. If there are no internal VLANs available when an interface is enabled, the interface remains down and this message is logged.

**Recommended Action** An internal VLAN can be freed up by disabling some other routed port or port channel interface or by deleting a user configured VLAN in the 1006 to 4094 range. Once a VLAN is made available, the interface will come up if it is disabled and re-enabled.

**Error Message** %C4K\_IOSINTF-4-UNAVAILABLE: Reflexive Acls are not supported. Ignoring the %s entry.

**Explanation** Reflexive Acls are not supported. Aces with Evaluate and Reflect keywords are ignored.

**Recommended Action** Do not configure Aces with Evaluate or Reflect keyword.

## C4K\_IOSINTF-5

**Error Message** %C4K\_IOSINTF-5-UNAVAILABLE: Dropping packets to be transmitted out on port %s ( Linecard in Slot %d may have been removed )

**Explanation** During hot-swapping operations, sometimes, a previously queued packet may be transmitted after a delay, by which time, the linecard does not exist anymore. This indicates such packets are being dropped

**Recommended Action** This occurs when there are queued packets that are transmitted, by which time the linecard in that slot has been removed already. If the problem persists even without any hotswapping operations, please contact your Cisco Technical Support representative

**Error Message** %C4K\_IOSINTF-5-UNAVAILABLE: Dropping transmit packet out of interface %s

**Explanation** A packet to be transmitted out of a Port-Channel is being dropped during transitions in the Port-Channel membership

**Recommended Action** This occurs when a packet is being transmitted out of the aggregate port by higher layer protocols, but the software cannot find specific state information. This can temporarily happen when physical ports transition into or out of the channel. If the problem persists, please contact your Cisco Technical Support representative

**Error Message** %C4K\_IOSINTF-5-UNAVAILABLE: Router Port %s has no internal vlan assigned to transmit packet

**Explanation** The L3 Interface specified does not have an internal vlan assigned.

**Recommended Action** This can occur if there is a duplicate IP network assignment on different L3 interfaces. Remove the duplicate IP network configured on the interface; assign the correct IP network and do 'no shutdown' on this interface.

**Error Message** %C4K\_IOSINTF-5-UNAVAILABLE: Transmitting L3 packet on a physical port %s that is part of %s (%d packets). Make sure the physical port in the L3 port channel does not have an ip addresses configured on it.

**Explanation** The L3 protocols operate at the logical port level and not on physical port level. This message indicates an situation that causes L3 protocol packets to be sent on a physical port that is part of a bundle. This can happen if there is a misconfiguration. Maybe there is an ip address assigned to a physical port that is part of a layer 3 port channel

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C4K\_IOSSYS Messages

This section contains Catalyst 4000 series switch Cisco IOS system messages.

### C4K\_IOSSYS-7

**Error Message** %C4K\_IOSSYS-7-INVALIDVALUE: [chars] Type [dec] not handled, returning a default of 0

**Explanation** This message is for debugging purposes. When you see this message, report it to your technical support representative.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C4K\_REDUNDANCY Messages

This section contains Catalyst 4000 series switch redundancy messages.

### C4K\_REDUNCANCY-2

**Error Message** %C4K\_REDUNDANCY-2-**IOS\_VERSION\_CHECK\_FAIL**: [chars]

**Explanation** For the redundancy utility to operate properly, the system must be configured with symmetrical hardware and software. A mismatch in versions of Cisco IOS software between the active and standby systems has been detected. Redundancy operations cannot be guaranteed.

**Recommended Action** Configure the system so that the active and standby supervisor engines are using the same versions of Cisco IOS software.

**Error Message** %C4K\_REDUNDANCY-2-NON\_SYMMETRICAL\_REDUNDANT\_SYSTEM: [chars]

**Explanation** For the redundancy utility to operate properly, the system must be configured with symmetrical hardware and software. A mismatch in hardware has been detected between the active and standby systems. Redundancy operations cannot be guaranteed.

**Recommended Action** Configure the hardware so that the active and standby supervisor engines are identical.

**Error Message** %C4K\_REDUNDANCY-2-POSTFAIL: POST failure on [chars] supervisor detected

**Explanation** An active supervisor engine failed during a POST operation. The standby supervisor engine will reset the current active supervisor engine, and the standby supervisor engine will attempt to become the active supervisor engine.

**Recommended Action** Perform offline diagnostic operations on the failed supervisor engine to isolate the failure.

## C4K\_REDUNCANCY-4

**Error Message** %C4K\_REDUNDANCY-4-UNAVAILABLE: Persistent-config Sync to Standby supervisor failed.

**Explanation** Active supervisor failed to receive PLATFORM\_SYNC\_DONE message from Standby. Potential problem with Standby.

## C4K\_REDUNCANCY-5

**Error Message** %C4K\_REDUNDANCY-5-UNAVAILABLE: The %s has been successfully synchronized to the standby supervisor

**Explanation** The configuration has been successfully synchronized to the standby supervisor

**Recommended Action** This is an informational message. No action is required.

**Error Message** %C4K\_REDUNDANCY-5-UNAVAILABLE: The %s has been successfully synchronized to the standby supervisor

**Explanation** The configuration has been successfully synchronized to the standby supervisor This is a rate limited message. These messages are logged at 1 min interval when lots of messages are generated continuously

**Recommended Action** This is an informational message. No action is required.

**Error Message** **C4K\_REDUNCANCY-6**%C4K\_REDUNDANCY-6-UNAVAILABLE: %s supervisor initializing for %s mode

**Explanation** Informational message regarding the redundancy mode of the supervisor

**Error Message** %C4K\_REDUNDANCY-6-UNAVAILABLE: Active supervisor not found.

**Explanation** Informational message on standby supervisor when it fails to communicate with active supervisor

**Error Message** %C4K\_REDUNDANCY-6-UNAVAILABLE: Attempting to become active supervisor.

**Explanation** Informational message on standby supervisor when it fails to communicate with active supervisor and attempts to takeover as active supervisor

**Error Message** %C4K\_REDUNDANCY-6-UNAVAILABLE: Initializing as %s supervisor

**Explanation** Informational message regarding the state of the supervisor

**Error Message** %C4K\_REDUNDANCY-6-UNAVAILABLE: Switchover activity detected, changing role from STANDBY to ACTIVE

**Explanation** Informational message on standby supervisor when it detects switchover activity.

## C542-1

**Error Message** %C542-1-UNAVAILABLE: %s , Error interrupt occured type = 0x%x.

**Explanation** The DMA engine cannot get to the PCI bus, to read descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: %s, packet(size %d) is empty.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: %s, packet(size %d) too big.

**Error Message** %C542-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The c542 driver cannot queue messages upto the xilinx dma engine for transmit.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

**Error Message** %C542-1-UNAVAILABLE: VNM(%d), cannot support all voice channels on VICs.

**Explanation** There are more voice channels on the VICs than can be supported by this Network Module. Some channels will be inoperative.

**Recommended Action** This is normal when a BRI VIC coexists on a VNM with an analog VIC or when a BRI VIC is on a VNM-1. Otherwise, check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: VNM(%d), vic card has an no known daughter cards

**Explanation** The software did not recognize any of the VIC card plugged in the Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: VNM(%d), vic daughter card has an unknown id of %x

**Explanation** The software did not recognize the type of VIC daughter card plugged into the Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: VPM (%d/%d), PCI memory unavailable.

**Explanation** The router or access server could not allocate memory for the descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: VPM at slot %d: Incorrect %d DSP-ID passed by SPI.

**Explanation** The DSP ID provided by the SPI for download is not valid.

**Recommended Action** Call your technical support representative for assistance.

## C542-3

**Error Message** %C542-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

**Explanation** Error initializing the DSP with the application/overlay firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C542-3-UNAVAILABLE: %s Unable to download the Boot loader firmware, ret = 0x%x

**Explanation** Error initializing the DSP with the bootloader firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C542-3-UNAVAILABLE: Error analyzing the device in slot %d.

**Explanation** The Port module in this slot could not be recognized.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C542-3-UNAVAILABLE: No buffers available for DSP buffer pool

**Explanation** The c542 driver does not have enough memory to coalesce a multi-particle packet.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C542-3-UNAVAILABLE: VPM at slot %d: Incorrect %d PM-ID device not supported.

**Explanation** A interface controller device did not have the correct PM-ID in eeprom cookie.

**Recommended Action** Run test pas eeprom, command, and set the correct PM ID. If message recurs, call your technical support representative for assistance.

**Error Message** %C542-3-UNAVAILABLE: VPM in slot %d: PCI device not supported.

**Explanation** A interface controller device did not report correct PCI device ID

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

## C54X-1

**Error Message** %C54X-1-UNAVAILABLE: %s , Error interrupt occurred type = 0x%x.

**Explanation** The DMA engine cannot get to the PCI bus, to read descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: %s, packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The c54x driver cannot queue messages upto the xilinx dma engine for transmit.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

**Error Message** %C54X-1-UNAVAILABLE: VPM (%d/%d), PCI memory unavailable.

**Explanation** The router or access server could not allocate memory for the descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: VPM (%d/%d), memory unavailable.

**Explanation** The router or access server could not allocate memory for the descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: VPM at slot %d: Incorrect %d DSP-ID passed by SPI.

**Explanation** The DSP ID provided by the SPI for download is not valid.

**Recommended Action** Call your technical support representative for assistance.

**Error Message** %C54X-1-UNAVAILABLE: vpm(%d), vic card has an no known daughter cards

**Explanation** The software did not recognize any of the VIC card plugged in the Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: vpm(%d), vic cards has an invalid configuration.

**Explanation** The software did recognized more vic interface port than it can support on this port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: vpm(%d), vic daughter card has an unknown id of %x

**Explanation** The software did not recognize the type of VIC daughter card plugged into the Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C54x-1-UNAVAILABLE: %s, packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C54x-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The c54x DSP driver cannot queue messages up to the dma engine for transmit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach

the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Reset the DSP's on this port module.

## C54X-3

**Error Message** %C54X-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

**Explanation** Error initializing the DSP with the application/overlay firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C54X-3-UNAVAILABLE: %s Unable to download the Boot loader firmware, ret = 0x%x

**Explanation** Error initializing the DSP with the bootloader firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C54X-3-UNAVAILABLE: Error analyzing the device in slot %d.

**Explanation** The Port module in this slot could not be recognized.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C54X-3-UNAVAILABLE: VPM at slot %d: Incorrect %d PM-ID device not supported.

**Explanation** A interface controller device did not have the correct PM-ID in eeprom cookie.

**Recommended Action** Run test pas eeprom, command, and set the correct PM ID. If message recurs, call your technical support representative for assistance.

**Error Message** %C54X-3-UNAVAILABLE: VPM in slot %d: PCI device not supported.

**Explanation** A interface controller device did not report correct PCI device ID

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

## C5RSP-3

**Error Message** %C5RSP-3-UNAVAILABLE: Invalid loveletter type, %d, sent by c5ip

**Explanation** IOS is receiving bogus messages from the C5IP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C5RSP-3-UNAVAILABLE: Length error occurred on dma channel 0

**Explanation** A hardware error has occurred on dma channel 0

**Recommended Action** Report this error to your technical support representative.

**Error Message** %C5RSP-3-UNAVAILABLE: Length error occurred on dma channel 1

**Explanation** A hardware error has occurred on dma channel 1

**Recommended Action** Report this error to your technical support representative.

**Error Message** %C5RSP-3-UNAVAILABLE: NMP returned invalid bridge id %d for %d

**Explanation** NMP returned invalid bridge id to the RSM

**Recommended Action** Make sure that the tr-brf vlan on the RSM is configured on the NMP

**Error Message** %C5RSP-3-UNAVAILABLE: NMP won't allow vlan %d configuration

**Explanation** In band IPC message to the NMP from the router to create a vlan has failed.

**Recommended Action** Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

**Error Message** %C5RSP-3-UNAVAILABLE: RSM NMP mismatch in config for %d, RSM %d, NMP %d

**Explanation** There is mismatch in config for this vlan on NMP and RSM

**Recommended Action** Make sure that the params for this vlan are the same on NMP and on the RSM

**Error Message** %C5RSP-3-UNAVAILABLE: bad message received from the NMP

**Explanation** An unsolicited in band IPC message was received by the router from the NMP.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %C5RSP-3-UNAVAILABLE: can't configure more than 256 VLANs

**Explanation** The Vlan Router product can configure a maximum of 256 vlans.

**Recommended Action** Try these actions to remedy the problem: Delete unused vlans before configure new ones.

**Error Message** %C5RSP-3-UNAVAILABLE: can't get C5 Line Card Mac Addr

**Explanation** An attempt by the RSP to query the C5IP for Vlan 0 IP address failed.

**Recommended Action** Try these actions to remedy the problem: Reset the router from the NMP's console. If problems persist, please RMA the router and or Catalyst 5000

**Error Message** %C5RSP-3-UNAVAILABLE: can't get Catalyst 5000 Slot number of router

**Explanation** An attempt by the RSP to query the C5IP for the slot it is plugged into has failed.

**Recommended Action** Try these actions to remedy the problem: Reset the router from the NMP's console. If problem persists, please contact Cisco for replacement.

**Error Message** %C5RSP-3-UNAVAILABLE: can't get NMP Mac Addr

**Explanation** An attempt by the RSP to query the C5IP for Vlan 0 MAC address failed.

**Recommended Action** Try these actions to remedy the problem: Reset the router from the NMP's console. If problems persist, please contact Cisco for replacement

**Error Message** %C5RSP-3-UNAVAILABLE: can't talk to NMP during initialization

**Explanation** In band IPC router initialization message to the NMP has failed

**Recommended Action** Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

**Error Message** %C5RSP-3-UNAVAILABLE: having problems deleting vlan %d on the NMP

**Explanation** In band IPC message to the NMP from the router to delete a vlan has failed.

**Recommended Action** Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

**Error Message** %C5RSP-3-UNAVAILABLE: unknown timer for NMP programming

**Explanation** An unknown timer event has expired.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %C5RSP-3-UNAVAILABLE: vlan %d can not be created. media not supported

**Explanation** An attempt to create a vlan of a media that is not supported has failed

**Recommended Action** Try these actions to remedy the problem: Configure the vlan with a different media type.

## C5RSP-6

**Error Message** %C5RSP-6-UNAVAILABLE: vlan %d could/could not be configured for bridging

**Explanation** A Vlan could not be reset with the proper bridging information.

**Recommended Action** Try these actions to remedy the problem: Configure the vlan with or with bridging.

**Error Message** %C5RSP-6-UNAVAILABLE: vlan %d info errant. something very wrong

**Explanation** Internal information about the Vlan is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C5RSP-6-UNAVAILABLE: vlan %d missing IDB

**Explanation** Internal data structure of the Vlan is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CAIM-1

**Error Message** %CAIM-1-UNAVAILABLE: AIM in slot %u not supported by this HW revision.

**Explanation** The revision level of the C2600 'Elmer' PLD does not support compression AIM. The PLD needs to be reprogrammed.

**Recommended Action** The C2600 'Elmer' PLD needs to be reprogrammed to a later revision. Refer to CCO Release Notes for the C2600 and Compression AIM for an explanation of how to reprogram the PLD.

**Error Message** %CAIM-1-UNAVAILABLE: AIM slot %d: Could not locate Compression AIM; found PCI vendor id 0x%x instead

**Explanation** The AIM ID PROM indicates that a Compression AIM is present but the PCI vendor / device ID was not that expected for a Compression AIM.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CAIM-1-UNAVAILABLE: CAIM %d: Initialization failed at %s

**Explanation** The CAIM device would not reset properly. Indicative of a compression AIM hardware failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CAIM-1-UNAVAILABLE: CAIM %d: Memory allocation failure; could not allocate %s

**Explanation** An attempt to allocate memory for the specified compression AIM failed. More RAM may be required to execute this image.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CAIM-1-UNAVAILABLE: Caim %u: Hifn 9711 Errors reported: 9711 Status 0x%lx DMA status 0x%lx

**Explanation** The specified CAIM reported a Hifn9711 error.

**Recommended Action** This is an indication of a serious malfunction of the Compression AIM or of the system bus. The Compression AIM should be replaced.

**Error Message** %CAIM-1-UNAVAILABLE: Caim %u: PCI Abort reported: status 0x%lx

**Explanation** The specified CAIM reported a bus error (PCI Abort).

**Recommended Action** This is an indication of a serious malfunction of the Compression AIM or of the system bus. The Compression AIM should be replaced. A second possible explanation is that there is a mismatch in the configured compression algorithm on either side of a serial link. This situation can also give rise to PCI Abort problems. The recommended action in such cases is to configure matching compression algorithms on either side of the link and then to reboot the router which experienced the PCI Abort.

**Error Message** %CAIM-1-UNAVAILABLE: Compression AIM type in slot %u is not supported by this platform.

**Explanation** The compression AIM installed is not supported by this platform.

**Recommended Action** Power off and replace the Compression AIM card.

**Error Message** %CAIM-1-UNAVAILABLE: Invalid CAIM element: %d

**Explanation** The CAIM element number specified in the command is invalid.

**Recommended Action** CAIM element numbers range from 0 to one less than the number of CAIMs possible in your system. Verify the number of CAIMs present in your system.

**Error Message** %CAIM-1-UNAVAILABLE: No such CAIM element: %d

**Explanation** The CAIM element number specified is not present in the system

**Recommended Action** CAIM element numbers range from 0 to one less than the number of CAIMs present in your system. Verify the number and presence of CAIMs in your system.

**Error Message** %CAIM-1-UNAVAILABLE: Unexpected AIM Interrupt

**Explanation** We received an AIM interrupt from an unknown AIM device. There is no recognizable AIM installed in the system, and yet we received an AIM interrupt.

**Recommended Action** If there is a compression AIM installed in the C2600, then it is defective and must be replaced. If there is some other AIM installed in the C2600 then it must be removed. If there is no AIM installed, then the C2600 unit is defective and must be replaced.

## CAIM-6

**Error Message** %CAIM-6-UNAVAILABLE: %s shutting down

**Explanation** The specified CAIM is shutting down. It may have been physically removed. It also occurs when the 'clear aim' command is used.

**Recommended Action** This is an informational message only. It occurs in normal operation.

**Error Message** %CAIM-6-UNAVAILABLE: %s starting up

**Explanation** The specified CAIM has initialized successfully.

**Recommended Action** This is an informational message only. It occurs in normal operation.

## CALLPROG-3

**Error Message** %CALLPROG-3-UNAVAILABLE: api front init failed for %s

**Explanation** Failed to init Call Progress Notification support structures for APIs.

**Recommended Action** System running low on available memory.

**Error Message** %CALLPROG-3-UNAVAILABLE: no free front-end q elt's; dropping api call info (func=%d)

**Explanation** Failed to get free element from front end queue.

**Recommended Action** Platform requires additional free elements to properly function. Stop using Call Progress Notification applications. Call TAC to report the problem.

## CALLRECORD-3

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Record Generated Exceeded Syslog Capability

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Terse Mcom Call Failed Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Terse Mcom Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Terse Mica Call Failed Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Terse Mica Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

## CALLRECORD-6

**Error Message** %CALLRECORD-6-UNAVAILABLE: %s

**Explanation** Terse Mica Call Failed Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-6-UNAVAILABLE: %s

**Explanation** Terse Mica Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

## CALLTRKR-3

**Error Message** %CALLTRKR-3-UNAVAILABLE: %s

**Explanation** Record Generated Exceeded Syslog Capability

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-3-UNAVAILABLE: Init of CT's %s table failed; CT unusable

**Explanation** Failed to init calltracker record table.

**Recommended Action** Disable calltracker first [no calltracker enable], enable it again.

**Error Message** %CALLTRKR-3-UNAVAILABLE: Memory allocation failed for CT %s (%d bytes)

**Explanation** Calltracker couldn't allocate new record due to no free memory.

**Recommended Action** Disable calltracker [no calltracker enable]. Run show memory to find out where is the memory been allocated.

**Error Message** %CALLTRKR-3-UNAVAILABLE: calltrkr cli print buffer %s

**Explanation** calltrkr cli internal print buffer overflow.

**Recommended Action** Stop to using calltrkr show commands, call TAC to report the problem

**Error Message** %CALLTRKR-3-UNAVAILABLE: can't spawn %s

**Explanation** Couldn't spawn calltracker process.

**Recommended Action** Disable calltracker first [no calltracker enable], enable it again.

## CALLTRKR-6

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Modem Information Verbose CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Modem Line Verbose CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Modem Negotiation Verbose CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Modem Verbose CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Terse CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

## CALL\_CONTROL-3

**Error Message** %CALL\_CONTROL-3-UNAVAILABLE: no free raw msg structure available from %s for signaling message

**Explanation** There were no rawmsg structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

## CALL\_CONTROL-6

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: Application %s in dial-peer %d not found. Handing callid %d to the alternate app %s.

**Explanation** The inbound dial-peer points to an unavailable application. The call is being handed to the alternate application or is rejected.

**Recommended Action** Reconfigure the dial-peer to have a valid application name or verify the application is accessible at its location.

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: Maximum number of connections reached for dial-peer %d

**Explanation** The dial-peer in question has reached its maximum connections configurations. No more calls will be taken on this dial-peer.

**Recommended Action** No action is required, however, to increase the number of connections allowed to this dial peer see 'maximum connections' configuration under the dial-peer configuration mode.

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: The called number numbering type did not matchThe event for the callid %d is being discarded.

**Explanation** The event points to a session application which does not exist any more. The event is being discarded.

**Recommended Action** No action is required for the users

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: The incoming call has a global identifier already present in the list of currently handled calls. It is being refused.

**Recommended Action** Please check your configuration.

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: The requested application does not exist any more. The event for the callid %d is being discarded.

**Explanation** The event points to a session application which does not exist any more. The event is being discarded.

**Recommended Action** No action is required for the users

## C6KENV Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router environmental (C6KENV) messages.

### C6KENV-2

**Error Message** %C6KENV-2-BADFLOWCTRL: Module [dec] not at an appropriate hardware revision level to support DFC. Power denied

**Explanation** The fabric-capable module in the specified slot is not at an appropriate hardware revision level and cannot support a DFC. If a DFC is present, the module will not be activated and remains powered down.

**Recommended Action** Remove the DFC to enable the module to operate at its current hardware revision level. To enable DFC operation, ensure that the module is at an appropriate hardware revision level.

**Error Message** %C6KENV-2-BADFLOWCTRL\_WARN: WARNING: Module [dec] not at an appropriate hardware revision level to support DFC3

**Explanation** The fabric-capable module in the specified slot is not at an appropriate hardware revision level to support a DFC3 or higher.

**Recommended Action** When you upgrade the DFC daughter card, also upgrade the module to an appropriate hardware revision level.

**Error Message** %C6KENV-2-BADPINN1: Module [dec] not at an appropriate hardware revision level to coexist with PFC3 system. Power denied

**Explanation** The module specified in the error message has a revision of 2.x or below. Modules with this revision will experience problems when they are used with a supervisor engine with a PFC3 installed and should not be used.

**Recommended Action** Upgrade the module to an appropriate hardware revision level.

**Error Message** %C6KENV-2-BADTRANSCEIVER: Module [dec] will be power disabled because an inappropriate transceiver is inserted at [chars].

**Explanation** An incompatible transceiver is inserted at the interface specified in the error message. This transceiver should not be used in this system.

**Recommended Action** Remove the specified transceiver and restore power to the module. If this transceiver was purchased from Cisco, contact your Cisco technical support representative to get the transceiver replaced.

**Error Message** %C6KENV-2-C2PLUSWITHNODB: The constellation 2 plus module in slot [dec] has no forwarding daughter board. Power denied

**Explanation** The module in the slot specified has no forwarding daughter card and is expected to have either a distributed, accelerated, or centralized forwarding card. This module will not be activated and will remain powered down.

**Recommended Action** Enter the **show module** command to view error message details.

**Error Message** %C6KENV-2-DFCMISMATCH: Module [dec] DFC incompatible with Supervisor DFC. Power denied

**Explanation** The DFC in the specified module is different from the DFC in the supervisor engine. The module will not be activated and remains powered down.

**Recommended Action** Enter the **show module** command to view the difference between the DFC in the module and the DFC in the supervisor engine.

**Error Message** %C6KENV-2-DFCMISMATCHMINOR: Module [dec] DFC installed is incompatible with system operating mode. Power denied. To enable Module [dec] DFC, the system must be reset.

WARNING: Any system reset will change the system operating mode which can result in degradation of system performance. To eliminate this from occurring, remove Module [dec] DFC or replace with a system compatible DFC.

**Explanation** The DFC in the specified slot does not have the same software operating mode as the rest of the system. The DFC will remain powered down and cannot be activated.

**Recommended Action** Enter the **show module** and **show platform earl-mode** commands to view the difference between the DFC in the specified slot and the operating mode of the rest of the system.

**Error Message** %C6KENV-2-FANUPGREQ: Module [dec] not supported without fan upgrade

**Explanation** The supervisor engine and the DFC in the specified slot require a fan tray upgrade. A system shutdown is scheduled.

**Recommended Action** Upgrade the system fan tray.

**Error Message** %C6KENV-2-SHUTDOWN\_NOT\_SCHEDULED: Major sensor alarm for [chars] is ignored, [chars] will not be shutdown.

**Explanation** The system detected that the specified module should be shut down because it exceeded major sensor thresholds. However, the command that shuts down the module in the event of a major sensor alarm has been overridden, so the specified module will not be shut down. The command used to override the shutdown is **no environment-monitor shutdown**.

**Recommended Action** Remove the configuration that bypasses the module shutdown due to sensor thresholds being exceeded. Shut down the module after removing the configuration.

**Error Message** %C6KENV-2-SHUTDOWN\_SCHEDULED: shutdown for [chars] scheduled in [dec] seconds

**Explanation** A major alarm condition will be corrected by shutting down the affected component. [chars] is the component, and [dec] is the time in seconds before shutdown.

**Recommended Action** Replace the component as soon as possible.

## C6KENV-4

**Error Message** %C6KENV-4-ALARMCLR: [chars] alarm cleared

**Explanation** The specified alarm condition has been cleared. The shutdown has been cancelled.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-FANCOUNTFAILED: Required number of fan trays is not present

**Explanation** The system is missing the number of required fan trays to operate properly. Although this is a minor alarm, system components could overheat and be shut down.

**Recommended Action** Insert the required fan tray as soon as possible.

**Error Message** %C6KENV-4-FANCOUNTOK: Required number of fan trays is present

**Explanation** The number of required fan trays has been restored.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-FANHIOOUTPUT: Version [dec] high-output fan-tray is in effect

**Explanation** The system has detected that the fan tray is a high-output (version 2) fan tray. The system has updated the cooling capacity for the fan tray.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-FANLOOUTPUT: Version [dec] low-output fan-tray is in effect

**Explanation** The system has detected that the fan tray is a low-output (version 1) fan tray. The system has updated the cooling capacity for the fan tray.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-FANPSINCOMPAT: Fan tray and power supply [dec] are incompatible

**Explanation** An upgrade of the power supply is required to sufficiently operate this fan tray. Although this is a minor alarm, overcurrent protection on the power supply could start without further warning.

**Recommended Action** Upgrade the power supply.

**Error Message** %C6KENV-4-FANTRAYFAILED: fan tray failed

**Explanation** One or more fans in the system fan tray have failed. Although this is a minor alarm, system components could overheat and be shut down.

**Recommended Action** Reseat the fan tray. If the error recurs, replace the system fan tray at the earliest opportunity.

**Error Message** %C6KENV-4-FANVERCHK: Power-supply [dec] inserted is only compatible with Version [dec] fan-tray. Please make sure fan is low-output fan-tray

**Explanation** The system has detected that the fan tray is a low-output (version 1) fan tray. If the fan tray is a low-output tray, no action is required. If the fan tray is actually a high-output (version 2) fan tray, the specified power supply is not able to support the high-output fan tray.

**Recommended Action** If the fan tray is a high-output (version 2) fan tray, enter the **hw-module fan-tray version 2** command to update the system with the upgrade information. Replace the 1000 W or 1300 W power supply, as these two power supplies are not compatible in this chassis with the version 2 fan tray.

**Error Message** %C6KENV-4-INSUFFCOOL: Module [dec] cannot be adequately cooled

**Explanation** The fan tray cannot adequately cool the specified module. Although this is a minor alarm, system components could overheat and be shut down.

**Recommended Action** Upgrade the system fan tray.

**Error Message** %C6KENV-4-MINORTEMPOKALARM: [chars] all temperature sensor have failed. If the module temperature sensor does not recover by itself, please power cycle the module when it is feasible

**Explanation** All module temperature sensors have failed.

**Recommended Action** If the module temperature sensors do not recover, power cycle the module when possible.

**Error Message** %C6KENV-4-MINORTEMPOKALARMRECOVER: [chars]. It has returned to normal operating status.

**Explanation** All module temperature sensors have returned to normal operating status.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-MINORTEMPSUPOKALARM: All temperature sensors of Supervisor in slot [dec] have failed. If the temperature sensor does not recover by itself, please power cycle the chassis when it is feasible

**Explanation** All temperature sensors have failed in the supervisor engine.

**Recommended Action** If the temperature sensors do not recover, power cycle the chassis when possible.

**Error Message** %C6KENV-4-MINORTEMPSUPOKALARMRECOVER: Supervisor in slot [dec] has returned to normal operating status.

**Explanation** The supervisor engine temperature sensors have returned to normal operating status.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-MINORVTTOKALARM: All the backplane vtt temperature sensor have failed. If the backplane vtt temperature sensor does not recover by itself, please power cycle the chasis when it is feasible

**Explanation** All backplane VTT temperature sensors have failed.

**Recommended Action** If the backplane VTT temperature sensors do not recover, power cycle the chassis when possible.

**Error Message** %C6KENV-4-MINORVTTOKALARMRECOVER: Backplane VTT has returned to normal operating status.

**Explanation** The backplane VTT has returned to normal operating status.

**Recommended Action** No action is required.

## C6KENV-SP

**Error Message** %C6KENV-SP-4-FANTRAYFAILED: Fan tray failed.

**Explanation** One or more fans in the system fan tray have failed. Although this is a minor alarm, system components can overheat and be shut down.

**Recommended Action** Replace the system fan tray as soon as possible.

**Error Message** %C6KENV-SP-4-MINORTEMPALARM: [chars] has exceeded normal operating temperature range.

**Explanation** Message indicates that the normal operating temperature range has been exceeded. This message can indicate a trend for the module or component, and also a trend for other components in the system.

**Recommended Action** Inspect the indicated module or component closely to determine why it operates out of normal operating temperature range and determine if it eventually exceeds the allowed operating temperature range. Verify the air flow to the device is not blocked and that the fan is operational. Enter the **show environment temperature** command to see temperature readings and the **show environment alarm threshold** command to see the alarm thresholds.

## C6KERRDETECT Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router bus error detection (C6KERRDETECT) messages.

### C6KERRDETECT-2

**Error Message** %C6KERRDETECT-2-SWBUSSTALL: The switching bus is experiencing stall for [dec] seconds

**Explanation** During an Online Insertion or Removal (OIR), some switching modules will assert a stall signal on the backplane to pause data transmission for the duration of the OIR. When the OIR is performed smoothly and quickly, traffic is usually interrupted for less than one second. If the OIR is performed slowly or is paused, the longer traffic interruption will result in this error message being reported.

**Recommended Action** Perform the OIR smoothly and quickly. Do not pause with the module partially inserted.

## C6K\_BFD Messages

**Error Message** %C6K\_BFD-6-CONF\_BFD\_SVI\_PLAT\_KNOB: This will allow BFD on SVI interface. While unconfiguring please un-configure BFD sessions first and then do no platform bfd allow-svi

**Explanation** Notification to user that BFD sessions over SVI interface will be allowed after configuring this hidden cli.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_BFD-6-UNCONF\_BFD\_SVI\_PLAT\_KNOB: BFD over SVI sessions may be alive even though SVI interface config might not show the bfd configurations if bfd is not un-configured manually prior to un-configuring platform bfd allow-svi command

**Explanation** Due to insufficient power, the fan cannot operate in HP mode to meet the cooling requirement of the switch.

**Recommended Action** Check the power availability or power down the some modules.

**Error Message** %C6K\_BFD-6-UNCONF\_BFD\_SVI\_PLAT\_KNOB: BFD over SVI sessions may be alive even though SVI interface config might not show the bfd configurations if bfd is not un-configured manually prior to un-configuring platform bfd allow-svi command

**Explanation** Notification to customer that BFD sessions may be alive even though BFD configuration is not seen under SVI interface when no platform bfd allow-svi is done

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_BFD-6-UNCONF\_BFD\_SVI\_PLAT\_KNOB: BFD over SVI sessions may be alive even though SVI interface config might not show the bfd configurations if bfd is not un-configured manually prior to un-configuring platform bfd allow-svi command

**Explanation** The lower slot physically adjacent to this module might be empty. System components could overheat and be shut down.

**Recommended Action** Insert airdam card to adjacent empty slot as soon as possible

## C6K\_EOM Messages

**Error Message** %C6K\_EOM-5-TCAM\_EXCEPTION: Layer2 TCAM exception occurred, EoM/VPLS traffic will be dropped

**Explanation** The switch failed to insert an EoM/VPLS entry into the hardware FIB TCAM because the total number of forwarding entries exceeded the hardware FIB TCAM limit. Some EoM/VPLS packets might be dropped in hardware.

**Recommended Action** Reduce the number of Virtual Circuit in the system to free up TCAM space. Layer2 TCAM exception recovery is not supported. The number of layer2 TCAM entries can be tuned with the configuration command **platform cef maximum-routes**. Increase the number of compls entries, save configuration and reload the router. This configuration will only be effective on reloading the router. The maximum number of entries currently configured for EoM/VPLS can be observed with the command **show platform hardware cef maximum-routes**

## C6K\_IVRF Messages

This section contains Catalyst 6500 series switch internal VRF (IVRF) messages.

### C6K\_IVRF-3

**Error Message** %C6K\_IVRF-3-C6K\_IVRF\_ERROR: [chars]

**Explanation** A VRF infrastructure failure occurred involving the platform's internal VRFs (IVRFs).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_MPLS Messages

**Error Message** %C6K\_MPLS-5-ADJ\_EXCEPTION: Adjacency exception occurred for MPLS, traffic will be software switched

**Explanation** The switch failed to allocate hardware adjacencies because the adjacency table has run out of entries. Some MPLS packets might be forwarded by the software.

**Recommended Action** Reduce the number of routes in the system to free up adjacencies. However, no adjacency recovery is currently in place. The routes need to be re-learned so that hardware adjacencies can be re-allocated and re-programmed.

**Error Message** %C6K\_MPLS-5-TCAMEXPRESRECOVER: TCAM exception recovered for MPLS, traffic will be hardware switched

**Explanation** At some earlier point in time some of the MPLS forwarding table couldn't fit into the hardware TCAM. Now the complete MPLS forwarding table is in hardware. Forwarding of incoming MPLS packets will be done in hardware.

**Recommended Action** Informational only. No action required.

**Error Message** %C6K\_MPLS-5-TCAM\_EXCEPTION: TCAM exception occurred for MPLS, traffic will be software switched

**Explanation** The switch failed to insert an MPLS entry into the hardware FIB TCAM because the total number of software forwarding entries exceeded the hardware FIB TCAM limit. Some MPLS packets might be forwarded by the software.

**Recommended Action** Reduce the number of routes in the system to free up TCAM space. When enough TCAM space is freed, the software will start TCAM recovery and re-install those label entries that failed before into TCAM. If the number of labels has been tuned down with the configuration command **platform cef maximum-routes**, increase the number of labels, save configuration and reload the router, since this configuration will only be effective on reloading the router. The maximum number of routes currently configured can be observed with the command **show platform hardware maximum-routes**, and the current number of routes in the system can be observed with the command **show platform hardware cef summary**.

## C6K\_MPLS\_COMMON Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router LAN and WAN Multiprotocol Label Switching (C6K\_MPLS\_COMMON) messages.

### C6K\_MPLS\_COMMON-3

**Error Message** %C6K\_MPLS\_COMMON-3-L2\_CONFIG\_NOT\_RECOMMENDED: xconnect is configured on interface vlans and WAN interfaces are facing the MPLS Core. Do not configure LAN interfaces facing the MPLS Core.

**Explanation** An attempt was made to configure a LAN interface to face the MPLS core. The current network configuration has cross-connection services configured on interface VLANs and has WAN interfaces facing the MPLS core.

**Recommended Action** Do not configure MPLS on LAN interfaces facing the MPLS core if the network has cross-connect services configured on an interface VLAN and WAN interfaces that face the MPLS core.

**Error Message** %C6K\_MPLS\_COMMON-3-L3\_CONFIG\_NOT\_RECOMMENDED: LAN interfaces are facing the MPLS Core. Do not configure xconnect on interface vlans.

**Explanation** An attempt was made to configure a cross-connection service on an interface VLAN. The current network configuration has MPLS configured on a LAN interface that is facing the MPLS core.

**Recommended Action** Do not configure cross-connection services on an interface VLAN if the network has MPLS configured on a LAN interface.

**Error Message** %C6K\_MPLS\_COMMON-3-OSM\_BB1\_CONFIG\_UNSUPPORTED: The maximum label range configured for this system exceeds the [int] limit supported by the module in slot [int]. For proper MPLS functionality on any of the interfaces on this module the maximum label range should be set to [int].

**Explanation** The OSM cannot support the MPLS label range configured for this system.

**Recommended Action** Change the maximum MPLS label range by using the **mpls label range** command.

**Error Message** %C6K\_MPLS\_COMMON-3-VPLS\_CONFIG\_EXCEEDED: The number of EoMPLS/VPLS VCs exceeded the maximum supported on [IP\_address]/[int].

**Explanation** The number of destination routers or the global number of virtual circuits exceeded the maximum limit supported by the device.

**Recommended Action** Refer to network configuration guidelines for the maximum limits.

## C6K\_MPLS\_LC Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router Multiprotocol Label Switching (MPLS) switch processor or module (C6K\_MPLS\_LC) messages.

### C6K\_MPLS\_LC-3

**Error Message** %C6K\_MPLS\_LC-3-INFINITE\_OCE: In label: [dec] Invalid OCE previous oce type: [dec] prev ptr: **Unrecognized format ‘ %p’**, next oce type: [dec] next oce ptr: **Unrecognized format ‘ %p’**

**Explanation** The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C6K\_MPLS\_LC-3-INVALID\_TABLEID: Invalid tableid([dec]) for label([dec])

**Explanation** The system has received an invalid table identifier number. The table identifier should be in the range from 0 to 4095. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-INVALID\_TE\_IF\_NUMBER: An invalid Traffic Engineering interface number [[int]] was passed to the statistics update routine

**Explanation** The traffic engineering interface number sent to the statistics update routine is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-INVALID\_VRFID: Invalid vrf\_id(%u) for label([dec])

**Explanation** An invalid VRF identifier (ID) was received. The VRF ID should be in the range of 0 to 4095. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-LABEL\_STACK\_SIZE: Label [[dec]] is not added to label stack. Current label stack is [[dec] [dec] [dec] [dec] [dec]]

**Explanation** The label specified in the system message was not added to the label stack because the stack already contains the maximum number of allowed labels. The system cannot forward data correctly. This condition is an internal software error.

**Recommended Action** Enter the **show mpls forwarding-table labels** command, and gather label information about the label that was not added to the stack and about the labels that are in the stack already. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-MALLOCFAIL: failed to create [chars]

**Explanation** The system failed to allocate memory for an MPLS entry for the incoming label. Some MPLS packets might be forwarded by the software.

**Recommended Action** Reduce other system activity to ease memory demands. If necessary, increase system memory. When more memory is available, wait for a few minutes and enter the **clear ip route** command. If sufficient memory has not been made available, this message will display again.

If this problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-OCE\_ERROR: Invalid OCE [[chars]] [hex]

**Explanation** The Output Chain Element (OCE) specified in the system message is invalid because it cannot be processed. This issue can cause problems in data forwarding. This condition is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-REWRITEFAIL: null adj for incoming label [dec]

**Explanation** The specified incoming label has a NULL adjacency entry. The hardware adjacency entry might not be programmed because the incoming label has the NULL adjacency entry. This condition is an internal software error.

**Recommended Action** Enter the **show mpls forwarding-table labels** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-SIX\_PE\_REW\_LBL\_ENTRY\_MISMATCH: The label entry([hex]) in the 6PE rewrite table for incoming label [dec] does not match the passed in label entry([hex])

**Explanation** The label entry in the IPv6 on Provider Edge router (6PE) rewrite table does not match the label entry for an incoming label. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-TCAMFAIL: TCAM validation check failed for label [dec]

**Explanation** The validation check on an inserted TCAM entry failed for the specified label.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_MPLS\_LC-5

**Error Message** %C6K\_MPLS\_LC-5-TCAM\_EXCEPTION: TCAM exception occurred for MPLS, traffic will be software switched

**Explanation** The switch failed to insert an MPLS entry into the hardware FIB TCAM because the total number of software forwarding entries exceeds the hardware FIB TCAM limit. As a result, some MPLS packets might be forwarded by the software.

**Recommended Action** Reduce the number of routes in the system to free up TCAM space. When enough free TCAM space is available, the software starts the TCAM recovery mechanism automatically, which will reinstall into TCAM those MPLS label entries that failed before. If the number of labels has been tuned down with the **mls cef maximum-routes** configuration command, increase the number of labels, save the configuration, and reload the router, because this configuration will only be effective on reloading the router. The maximum number of routes currently configured can be observed with the **show mls cef maximum-routes** command, and the current number of routes in the system can be observed with the **show mls cef summary** command.

**Error Message** %C6K\_MPLS\_LC-5-TCAMEXPRECOVER: TCAM exception recovered for MPLS, traffic will be hardware switched

**Explanation** At some earlier point in time some of the MPLS forwarding table could not fit into the hardware TCAM. The complete MPLS forwarding table is now in hardware, and forwarding for the incoming MPLS packets will be done in hardware.

**Recommended Action** No action is required.

## C6K\_MPLS\_RP Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router LAN Multiprotocol Label Switching (C6K\_MPLS\_RP) messages.

### C6K\_MPLS\_RP-2

**Error Message** %C6K\_MPLS\_RP-2-INIT: [chars]

**Explanation** The initialization of the Constellation MPLS forwarding infrastructure failed. This condition causes problems in the MPLS packet forwarding. The router will be forced to reboot to recover from the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-2-NO\_IP\_ACL\_RSVD\_VLAN: IP ACL features will not be applied to MPLS-IP packets due to a lack of internal VLAN resources

**Explanation** This error might occur if the total number of VLANs in use exceeds 4096. The VLAN resources are shared by VLANs used for SVI, VLANs used for subinterfaces, hidden VLANs used for routed ports, and internal VLANs used for some VRFs. An internal VLAN is needed when an IP ACL feature is applied to a VRF interface. If the total number of VLANs in use exceeds 4096, no more internal VLANs can be allocated, so IP ACL features will not be applied to MPLS-to-IP packets.

**Recommended Action** Reduce the total number of VLANs in use by removing SVI interfaces, subinterfaces, or VRF interfaces.

**Error Message** %C6K\_MPLS\_RP-2-NO\_IP\_QOS\_RSVD\_VLAN: IP QoS features will not be applied to MPLS->IP packets due to a lack of internal VLAN resources

**Explanation** This message indicates a condition that might occur if the total number of VLANs in use exceeds 4096. The VLAN resources are shared by VLANs used for SVI, VLANs used for subinterfaces, hidden VLANs used for routed ports, and internal VLANs used for some VRFs. An internal VLAN is needed when an IP QoS feature is applied to a VRF interface. If the total number of VLANs in use exceeds 4096, no more internal VLANs can be allocated, so IP QoS features will not be applied to MPLS-to-IP packets.

**Recommended Action** Reduce the total number of VLANs in use by removing SVI interfaces, subinterfaces, or VRF interfaces.

## C6K\_MPLS\_RP-3

**Error Message** %C6K\_MPLS\_RP-3-GET\_RSVD\_VLAN\_TABLEID\_MISMATCH: Tableid [int] in reserved VLAN idb [chars] mismatched application tableid [int]

**Explanation** An application provided a table ID for a reserved VLAN, but the table ID does not match the value in the reserved VLAN interface descriptor block (IDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-GET\_RSVD\_VLAN\_VRFID\_MISMATCH: Tableid %u in reserved VLAN idb [chars] mismatched application tableid %u

**Explanation** An application gave a table identifier (ID) to get a reserved VLAN interface descriptor block (IDB) but the table ID within the IDB does not match the specified value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-INFINITE\_OCE: In label: [dec] Invalid OCE previous oce type: [dec] prev ptr: **Unrecognized format ‘ %p’**, next oce type: [dec] next oce ptr: **Unrecognized format ‘ %p’**

**Explanation** The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-INVALID\_TABLEID: Invalid tableid([dec]) for label([dec])

**Explanation** An invalid table ID was received. The table ID should be in the range of 0 to 4095. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-INVALID\_VRFID: Invalid vrfid(%u) for label([dec])

**Explanation** An invalid VRF identifier (ID) was received. The VRF ID should be in the range of 0 to 4095. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-L2\_CONFIG\_NOT\_RECOMMENDED: xconnect is configured on interface vlans and WAN interfaces are facing the MPLS Core. Do not configure LAN interfaces facing the MPLS Core.

**Explanation** An attempt was made to configure a LAN interface to face the MPLS core. The current network configuration has cross-connection services configured on interface VLANs and has WAN interfaces facing the MPLS core.

**Recommended Action** Do not configure MPLS on LAN interfaces facing the MPLS core if the network has cross-connection services configured on an interface VLAN and WAN interfaces that face the MPLS core.

**Error Message** %C6K\_MPLS\_RP-3-L3\_CONFIG\_NOT\_RECOMMENDED: LAN interfaces are facing the MPLS Core. Do not configure xconnect on interface vlans.

**Explanation** An attempt was made to configure a cross-connection service on an interface VLAN. The current network configuration has MPLS configured on a LAN interface that is facing the MPLS core.

**Recommended Action** Do not configure cross-connection services on an interface VLAN if the network has MPLS configured on a LAN interface.

**Error Message** %C6K\_MPLS\_RP-3-NO\_RSVD\_VLAN\_ERROR: Failed to allocate reserved VLAN for vrf [int]

**Explanation** The system failed to allocate an MPLS-reserved VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-PKT\_DROP\_NO\_RSVD\_VLAN\_IDB: Packet dropped, no idb for reserved VLAN [int]

**Explanation** A packet received on a reserved VLAN was dropped because it did not contain an interface descriptor block (IDB) for the VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-RECIRC\_DROP: Re-circulated packet dropped due to error.  
Possible causes: MTU or TTL fail  
Total drops = [int] pkts, Last packet size [int] Bytes  
Top 3 Labels and partial packet dump -  
{[int](exp:[dec] eos:[dec] ttl:[dec]), [int](exp:[dec] eos:[dec] ttl:[dec]),  
[int](exp:[dec] eos:[dec] ttl:[dec])}  
[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A recirculated packet was dropped due to an error. This condition might occur if the size of a recirculated packet exceeds the egress interface MTU.

**Recommended Action** Increase the MTU size on the egress interface to accommodate the incoming packets. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** 6K\_MPLS\_RP-3-RSVD\_VLAN\_CLEAR\_ACL\_ERROR: Failed to clear ACL default for reserved VLAN [int] for vrf [int]

**Explanation** The system failed to clear the ACL default for an MPLS-reserved VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-RSVD\_VLAN\_RELEASE\_ERROR: Failed to release reserved VLAN [int] from vrf [int]

**Explanation** The system failed to release an MPLS-reserved VLAN from a VRF either because the VRF was not found or because a failure occurred when dissociating the VLAN from the VRF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-RSVD\_VLAN\_SET\_ACL\_ERROR: Failed to set ACL default for reserved VLAN [int] for vrf [int]

**Explanation** The system failed to set an ACL default for an MPLS-reserved VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-RSVD\_VLAN\_SET\_IDB\_ERROR: Failed to set idb of reserved VLAN [int] for vrf [int]

**Explanation** The system failed to set the IDB for an MPLS-reserved VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_MPLS\_RP-6

**Error Message** %C6K\_MPLS\_RP-6-PKT\_DROP\_RSVD\_VLAN\_TABLEID: Packet dropped, reserved VLAN idb [chars] has incorrect tableid [int]

**Explanation** A packet received on a reserved VLAN was dropped due to an incorrect table ID in the IDB. This situation might occur during VRF removal. The aggregate label will stay in the H state for a few minutes, while the table ID in the reserved VLAN IDB has already cleared.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-6-PKT\_DROP\_RSVD\_VLAN\_VRFID: Packet dropped, reserved VLAN idb [chars] has incorrect tableid %u

**Explanation** A packet received on a reserved VLAN was dropped due to an incorrect table identifier (ID) in the interface descriptor block (IDB). This condition might occur when, during VRF removal, an aggregate label will stay in the H state for a few minutes, while the table ID in the reserved VLAN IDB has already cleared.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_PLATFORM Messages

This section contains general Catalyst 6500 series switch and Cisco 7600 series router platform (C6K\_PLATFORM) messages.

### C6K\_PLATFORM-0

**Error Message** %C6K\_PLATFORM-0-UNKNOWN\_CHASSIS: The chassis type is not known. ([hex])

**Explanation** The Cisco IOS software installed on the system does not recognize the chassis type specified in the error message.

**Recommended Action** Ensure that your Cisco IOS software release train supports the chassis type. Upgrade your system to the latest Cisco IOS software release in your release train.

### C6K\_PLATFORM-2

**Error Message** %C6K\_PLATFORM-2-PEER\_RESET: [chars] is being reset by the [chars]

**Explanation** The local CPU is being reset by the peer CPU when the peer CPU reloads because of exceptions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### C6K\_PLATFORM-3

**Error Message** %C6K\_PLATFORM-3-INFO1: [chars] = [hex] [chars] = [hex]

**Explanation** This message provides information regarding the internal state of the SiByte processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_PLATFORM-4

**Error Message** %C6K\_PLATFORM-4-CONFREG\_BREAK\_ENABLED : The default factory setting for config register is 0x2102. It is advisable to retain 1 in 0x2102 as it prevents returning to ROMMON when break is issued.

**Explanation** The SP configuration register has been changed from the default factory setting of 0x2102 to another hexadecimal value.

**Recommended Action** No action is required.

**Error Message** %C6K\_PLATFORM-4-ENVMON: System shutdown due to temperature alarms is [chars].

**Explanation** The system has a configuration to shut down a module if its operating temperature exceeds a temperature threshold. This configuration has been bypassed, and a module will still operate in an over-temperature condition. Operating at an over-temperature condition can damage the hardware.

**Recommended Action** Do not override the sensor alarms that act on an over-temperature condition. Enter the **environment-monitor shutdown temperature** command to bring the system back to standard temperature detection.

**Error Message** %C6K\_PLATFORM-4-RTC\_OSCILLATOR: The oscillator in the Real Time Clock is [chars]. Calendar [chars] be maintained during the powered down state of the switch.

**Explanation** A command has been entered that will cause the system calendar not to be maintained during a power down of the switch. The system date and time will require manual setting when the system is powered up during the next boot time. This command is useful to conserve the battery power of the CMOS, which is used to keep the real-time clock active while the switch is powered down. This condition is useful only if the switch is powered down for a long period of time.

**Recommended Action** If the switch need not be powered down for a long period of time, remove the configuration by entering the **no hw-module rtc-oscillator shutdown** command.

## C6K\_PLATFORM-5

**Error Message** %C6K\_PLATFORM-5-LESS\_SPACE : May not have enough space to save the crash info. on flash of [chars] on module: [dec]

**Explanation** The flash memory device does not have enough memory to save the crash information. The crash information might not be saved on the flash memory device.

**Recommended Action** Remove unnecessary files from the flash memory device, and enter the **squeeze** command for the flash memory device.

**Error Message** %C6K\_PLATFORM-5-MISMATCH : '[chars]' device programming algorithm mismatch detected on [chars] (module: [dec]), formatting is recommended.

**Explanation** The flash memory device programming algorithm that was written to the device when the flash memory was formatted is different from what the current running software has detected. The first [chars] is the device, the second [chars] is where the mismatch was detected, and [dec] is the module number. This conditions occurs when a flash memory is installed into a system with a different Cisco IOS release or when a Cisco IOS upgrade is performed on the switch.

**Recommended Action** Reformat the flash memory device. Otherwise, no action is required.

## C6K\_PLATFORM-6

**Error Message** %C6K\_PLATFORM-6-PACKET\_BUFFER: This setting will cause a packet buffer error to [chars]

**Explanation** This warning message appears when the configuration contains the **error-detection packet-buffer action** command. Upon detecting a packet buffer failure on an ASIC, the supervisor engine takes the action specified by the **error-detection packet-buffer action** command (and shown in [chars]). The choices include error-disabling the ports on a particular ASIC, error-disabling the the module, or automatically power-cycling the module. To view the default and configured actions on all modules, enter the **show error-detection packet-buffer** command.

**Recommended Action** .This message is informational only. No action is required.

## C6K\_POWER Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router power (C6K\_POWER) messages. For more power messages, see the [C6KPWR Messages](#) section of this chapter.

### C6KPWR

**Error Message** %C6KPWR-SP-2-PSFAIL: power supply [dec] output failed.

**Explanation** Power supply [dec] has failed.

**Recommended Action** Replace the power supply.

**Error Message** %C6KPWR-SP-4-PSOK: power supply [dec] turned on.

**Explanation** Power supply [dec] is turned on.

**Recommended Action** No action is required.

**Error Message** %C6KPWR-SP-4-PSREDUNDANTBOTHSUPPLY: in power-redundancy mode, system is operating on both power supplies.

**Explanation** When the system is in power redundancy mode, it operates on both power supplies.

**Recommended Action** No action is required.

### C6K\_POWER-3

**Error Message** %C6K\_POWER-3-NOTIFY\_FAIL: Failed to notify RP of change in operator status for [chars] number [dec] from '[chars]' to '[chars]'

**Explanation** The SP is unable to acquire the resources needed to notify the RP of the event specified in the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_POWER-4

**Error Message** %C6K\_POWER-4-PD\_NOLINKUP: The device connected to [dec]/[dec] is powered up but its link is not up in [dec] seconds. Therefore, power is withdrawn from the port.

**Explanation** The system withdrew the power that was allocated to the specified port because the port link was not operational in the specified number of seconds.

**Recommended Action** Try to connect the device to a different port or connect a different device to the port specified in the message.

## C6K\_POWER-6

**Error Message** %C6K\_POWER-6-NOLPP: Because of lack of system power, devices that require the system to power them on may not come up within one second.

**Explanation** The local power pools have been deallocated. The module firmware cannot power up the device until it has received authorization for power allocation from the software running on the supervisor engine.

**Recommended Action** No action is required.

## C6K\_PROCMIB Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router Process MIB SP CPU (C6K\_PROCMIB) messages.

## C6K\_PROCMIB-3

**Error Message** %C6K\_PROCMIB-3-IPC\_PORTOPEN\_FAIL: Failed to open port while connecting to process statistics: error code = [chars]

**Explanation** An error occurred during an attempt to open a port for an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_PROCMIB-3-IPC\_TRANSMIT\_FAIL: Failed to send process statistics update : error code = [chars]

**Explanation** An error occurred during an attempt to send an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_PROCMIB-3-MALLOC\_FAILURE\_IPC: Failed to allocate IPC message to contact process

**Explanation** A memory allocation failure occurred during the processing of an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6KPWR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router power (C6KPWR) messages.

### C6KPWR-2

**Error Message** %C6KPWR-2-INSUFFICIENTPOWER: Powering down all linecards as there is not enough power to operate all critical cards

**Explanation** The switch was operating with two power supplies in combined mode. One of power supplies has failed. Available power is insufficient to support all critical service modules. Critical service modules include modules that support VPNs or IP security. If these critical modules fail, security issues could arise; therefore, all modules have been powered down.

**Recommended Action** Replace the failed power supply.

**Error Message** %C6KPWR-2-MAJORPOWERALARM: In the absence of power supply 1, system power usage exceeds allowed range of [chars]W. Power total will be reduced in [dec] seconds

**Explanation** This message indicates a major power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message.

**Recommended Action** Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1. If this condition persists, the environmental monitor will shut down some modules to prevent a complete power failure.

**Error Message** %C6KPWR-2-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range

**Explanation** This message indicates that system power usage has returned to the permitted operating range. The scheduled shutdown is cancelled, and the system will continue operating.

**Recommended Action** No action is required.

**Error Message** %C6KPWR-2-MINORPOWERALARM: In the absence of power supply 1, system power usage exceeds the recommended range of [chars]W

**Explanation** This message indicates a minor power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message. Selected modules will be shut down to prevent a complete power failure.

**Recommended Action** Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1.

## C6KPWR-3

**Error Message** %C6KPWR-3-PSUNKNOWN: Unknown power supply in slot [dec] (idprom read failed).

**Explanation** The IDPROM of the power supply in the specified slot cannot be read.

**Recommended Action** Remove and reinsert the power supply. Fasten the screw and attempt to operate the power supply again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6KPWR-4

**Error Message** %C6KPWR-4-INPUTCHANGE: Power supply [dec] input has changed. Power capacity adjusted to [chars]W

**Explanation** The power supply in the specified slot has detected a change in its input supply. The power capacity for the power supply has been adjusted accordingly.

**Recommended Action** Enter the **show power** command to see the current power status. Otherwise, no action is required.

**Error Message** %C6KPWR-4-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range

**Explanation** This message indicates that system power usage has returned to the allowed operating range, so the scheduled shutdown was cancelled. The system will continue operating.

**Recommended Action** No action is required.

**Error Message** %C6KPWR-4-MINORPOWERALARM: In the absence of power supply 1, system power usage exceeds the recommended range of [chars]W

**Explanation** This message indicates a minor power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message. Selected modules will be shut down to prevent a complete power failure.

**Recommended Action** Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1.

**Error Message** %C6KPWR-4-MINORPOWERALARMRECOVER: System power usage has returned to normal operating range

**Explanation** This message indicates that system power usage has returned to the normal operating range.

**Recommended Action** No action is required.

**Error Message** %C6KPWR-4-PS1FAILALERT: Do not remove power supply 1 without inserting another supply. In the absence of power supply 1, system power capacity will be reduced to [chars]W after a [dec] second grace period.

**Explanation** The system is experiencing heavy traffic. In this condition, the single power supply should be used in slot 1 rather than in slot 2.

**Recommended Action** Insert a power supply in slot 1, or move the power supply from slot 2 to slot 1.

**Error Message** %C6KPWR-4-PS2ONLY: Single power supply system should utilize power supply slot 1

**Explanation** The system is experiencing heavy traffic. In this condition, the single power supply should be used in slot 1 rather than in slot 2.

**Recommended Action** Move the power supply from slot 2 to slot 1.

**Error Message** %C6KPWR-4-PSINPUTDROP: Power supply [dec] input has dropped

**Explanation** The power supply in the specified slot has detected a drop in its input supply. The power capacity for the power supply has been adjusted accordingly.

**Recommended Action** Enter the **show power** command to see the current power status. Otherwise, no action is required.

**Error Message** %C6KPWR-4-PSMISMATCH: power supplies rated outputs do not match.

**Explanation** The two power supplies in the system have different output ratings.

**Recommended Action** For more efficient load sharing, use power supplies with the same output rating.

**Error Message** %C6KPWR-4-PSNOREDUNDANCY: Power supplies are not in full redundancy, power usage exceeds lower capacity supply

**Explanation** The two power supplies in the system have different output ratings. Current power usage exceeds the capacity of the lower-rated power supply. If the higher-rated power supply fails, the lower-rated power supply will not be able to support all modules that are currently powered up.

**Recommended Action** To ensure that the system power supplies are optimally redundant, use power supplies with identical output ratings or reduce system power consumption.

## C6K\_VSD\_ROIR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router messages.

### C6K\_VSD\_ROIR-2

**Error Message** %c6k\_VSD\_ROIR-2-ROIR\_INVALID\_MODULE\_TYPE: Remote switch module type is invalid : slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-ROIR\_INVALID\_SYNC\_EVENT: ROIR: [chars] receiver process has received an invalid sync event OrIt can't sync the event to its standby counter part

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-ROIR\_NULL\_MODULE\_DATA\_STRUCTURE: [chars] bay(per-module) data structure ptr is NULL

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-ROIR\_NULL\_MODULE\_DATA\_STRUCTURE\_TYPE: ROIR: [chars] bay(per-module) data structure ptr is not NULLmodule data structure TYPE is NULL

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-UNKNOWN\_OR\_NULL\_EVENT\_RECEIVED: [chars]: Received [chars] event

**Explanation** The system was unable to create a watched boolean for the ROIR event receiver process, which is used to receive ROIR messages. This message could indicate a catastrophic software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-VECTOR\_IS\_NULL: [chars] [chars]: Vector is NULLResource or config callbacks couldn't be called when module hadProblems coming online

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_VSD\_ROIR-3

**Error Message** %c6k\_VSD\_ROIR-3-ROIR\_HUGE\_BAY\_SIZE: ROIR: [chars], failed to send bulk sync for bay type [dec] due to its huge unit size [dec]

**Explanation** Remote OIR failed to bulk sync for one bay type because of its huge unit size.

**Recommended Action** This is a system error. Please contact Cisco tech-support.

**Error Message** %CDP-3-CHUNK: Chunk\_malloc Failure

**Explanation** chunk malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-3-ROIR\_ISSU\_SESS\_INCOMPLETE: ROIR ISSU SESSION INVALID: issu nego session not completed

**Explanation** The remote OIR did not complete the ISSU session negotiation. The system is trying to transform a message sent or received. This is a system error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-3-ROIR\_LATE\_EVENT\_RESPONSE: ROIR: sender dropped late response for slot [dec] type [dec] seq [dec] result [dec]

**Explanation** The remote OIR sender received a late processing response. The request timed out while waiting for a response. This is a system error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-3-ROIR\_TIMER\_WB\_FAIL: ROIR Timer Process : Unable to create watched boolean

**Explanation** The system was unable to create a watched boolean for a timer process of ROIR. This message could indicate an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_VSD\_ROIR-6

**Error Message** %c6k\_VSD\_ROIR-6-BAD\_IDPROM: ROIR:idprom error [chars] for index [chars], switch\_id [dec]physical\_slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-BAY\_IS\_NULL: [chars], bay is NULL bay\_type: [dec], index: [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-BULK\_SYNC\_MSG\_SEND\_FAILED: [chars] Failure sending Bulk sync msg

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ERR\_GET\_SWID:  
[chars] Error ([dec]) in getting swid and phy\_idx for vid\_x [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-EVENT\_SEND\_FAILED: Remote Oir::Sender: Events for for Module Type [dec] Slot [dec] could not be sent to core because [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-FAILED\_TO\_GET\_PAK: ROIR:Notify Failed to get pak for [chars] notification

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-FAILED\_TO\_SEND\_NOTIFICATION: ROIR:Notify Failed to send [chars] notification

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-GETBUFFER\_FAILED: ROIR: [chars] getbuffer failed. Mod type = [dec], slot# = [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-INVALID\_SM\_INSTANCE: Unable to get remote module State Machine instance forswitch [dec] slot [dec] module\_type [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-MALLOC\_FAILURE: Switch Id: [dec] : malloc for [chars] failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-NACKED\_EVENT: [chars] Remote Oir::CORE NACK'ed event status [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-POST\_PROCESSING\_NOTIFY\_FAILED: ROIR:sender [chars]  
Post processing notifications to local applns failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-PROCESSING\_FAILED: ROIR::Sender:: For Bay type [dec]  
slot [dec] - Core unsuccessful in processing event type [dec] status [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-RECEIVED\_NULL\_ARG: [chars] received NULL argument

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-REGISTRY\_ADDITION\_FAILED: Registry addition failed for [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-REMOTE\_MODULE\_SANITY\_CHK\_FAILED: sanity check failed for remote module virtual slot number [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-REMOTE\_SWITCH\_NOT\_ONLINE:  
[chars] remote switch not online [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-RF\_CLIENT\_NOTIFY\_TIMER: [chars](): Could not extend notification timer

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-RF\_ROIR\_MSG\_SEND\_FAILED: [chars](): Error sending remote oir rf message

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-RF\_SEND\_PEER\_MSG\_FAILED: [chars] - rf\_send\_peer\_msg failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ROIR\_BAD\_VSLOT\_NUM: [chars] virtual slot [dec] number is invalid for virtual switch module

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ROIR\_EVENT\_SEND\_NULL\_IDPROM: ROIR Event Send failed : fru type [dec] bay type [dec] unit [dec] name [chars] description [chars] - reason: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ROIR\_RECV\_EVENT\_ERROR: ROIR:incoming event error received [chars] event

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ROIR\_UNABLE\_TO\_GET\_REMOTE\_MODULE\_DATA\_STRUCT: Unable to get remote switch module data structure forswitch [dec] slot [dec] module type [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-SLOT\_IS\_ZERO: [chars] slot is ZERO

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-TIMER\_EVENT\_RECV: ROIR::Receiver::Timer Process got TIMER event

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-TIMER\_EXPIRED: ROIR::Receiver::For Switch: [dec] Type [dec] Phy Slot [dec] - [chars] timer expired

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_COMMUNICATE\_THREAD: Remote Oir::Sender:: Cannot communicate thread sub block to type [dec] slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-UNABLE\_TO\_CREATE\_PROCESS: Could not create [chars] Process

**Explanation** The system was unable to create a watched boolean for the timer process of ROIR. This could indicate an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_CREATE\_ROIR\_PROCESS: ROIR:Core Process creation failedswitch [dec] slot [dec] module\_type [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_CREATE\_SWOVER\_PROCESS: ROIR:HA error Could not create Remote Swover process!!pid: [dec] for slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_CREATE\_THREAD\_INSTANCE: Remote Oir::Sender::Unable to create a [chars] for process type [dec] slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_CREATE\_WB: ROIR: [chars] Unable to create [chars] watched boolean

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_GET\_THREAD\_SUBLOCK: Unable to get thread sub-block. Unable to continue. Remote switch sender thread aborting.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_INIT: ROIR: Core: Unable to init [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_RETRIEVE\_MODULE\_DATA\_STRUCTURE: Unable to get module data structure for remote module

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-WORKER\_THREAD\_IDENT\_FAILED: ROIR::Recvr [chars] - Could not get identify worker thread id

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-WORKER\_THREAD\_INVALID\_THREAD: ROIR::Recvr - Bay sw[dec] type[dec] slot[dec] - [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-WORKER\_THREAD\_PACK\_DROPPED: ROIR::Rcvr Worker Thread [dec] dropped packet because data section NULL!

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-WORKER\_THREAD\_SET\_OR\_CREATE\_WORKER\_THREAD: ROIR::Rcvr Worker Unable to [chars] thread [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_WAN\_C2W Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN C2Wire (C6K\_WAN\_C2W) messages.

### C6K\_WAN\_C2W-4

**Error Message** %C6K\_WAN\_C2W-4-READERROR: C2Wire read failed reg [hex] on device [chars]

**Explanation** The SMBus driver failed to read from the specified C2W device.

**Recommended Action** No action is required if this warning message appears occasionally. If the message appears often in a short period of time, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_WAN\_C2W-4-WRITEERROR: C2Wire write failed reg [hex] on device [chars]

**Explanation** The SMBus driver failed to write to the specified C2W device.

**Recommended Action** No action is required if this warning message appears occasionally. If the message appears often in a short period of time, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_ES Messages

This section contains Ethernet Services linecard messages.

### C7600\_ES-2

**Error Message** %C7600\_ES-2-CRITICAL\_ERR: C7600-ES Line Card Failure: [chars]

**Explanation** A critical error has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log and cash dump should provide more information of the problem.

**Recommended Action** If the problem persists, then collect crash dump and File a DDTS. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-2-IOFPGA\_IO\_BUS\_ERROR: C7600-ES Line Card IOFPGA IO [chars]  
Bus Error: Error = [hex] Error Address = [hex], Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. SELENE/LINKFPGA/PEFPGA FPGA failed to respond to a read or write access. This message indicates a hardware failure or a malfunction. The linecard will reload to attempt to fix the problem.

**Error Message** %C7600\_ES-2-NMI\_RESET: C7600-ES Line Card NMI reset by SUP

**Explanation** The Supervisor detected C7600-ES line card as unresponsive and attempted to recover line card by issuing an Non Maskable Interrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-2-NP\_FAILURE: C7600-ES Line Card NP [dec] Failure: [chars]

**Explanation** An unexpected fatal condition has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log and cash dump should provide more information of the problem. This message indicates a NP failure or malfunction. The LC will reset to attempt to fix the problem.

**Recommended Action** If the problem persists, then collect crash dump and File a DDTS. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-2-NP\_WORKAROUND: C7600-ES Line Card NP[[dec]] Workaround [chars] after [[dec]] retries

**Explanation** The NP workaround routine on the C7600-ES Line Card Passed/Fail.If the workaround failed, it will result in packets not being forwarded.

**Recommended Action** Attempt to reload the line card. If the problem persists, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug

Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-2-PEX\_INIT\_FAILED: C7600-ES Line Card PCI Express Initialization failed at [chars][[dec]]

**Explanation** The C7600-ES Line Card received an error during initialization when attempting to initialize the PCI Express interface with the forwarding hardware. A hardware problem has prevented the target line card from fully initializing. This will result in packets not being forwarded.

**Recommended Action** Attempt to reload the line card. If the problem persists, then copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-2-UNRECOVERABLE\_FAILURE: C7600-ES Line Card Unrecoverable Failure for Device: [chars]

**Explanation** An unexpected fatal condition has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log should provide more information on the specific nature of the problem. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## C7600\_ES-3

**Error Message** %C7600\_ES\_LINK-3-FPGA\_NOT\_READY: [chars] reports Link FPGA is not ready (ConfigPLD status [hex])!

**Explanation** The Link FPGA configuration is not done properly. This could be caused by an incompleting Link FPGA update in a previous FPD upgrade process.

**Recommended Action** Restart the FPD upgrade. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-3-KPFPGA\_FIFO\_INT: C7600-ES Line Card Packet Engine Supertycho KPFPGA Interrupt

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. Some data traffic between EARL and the firmware ASIC Metropolis is flow controlled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-3-KPFPGA\_PARITY\_ERR\_INT: C7600-ES Line Card Packet Engine Supertycho KPFPGA Parity Error

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error occurred during KPFPGA register access.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_ACL\_PARITY: C7600-ES Line Card Packet Engine ACL Counter FPGA Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected when reading from the ACL Counter FPGA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_INV\_ADDR\_ERR: C7600-ES Line Card Packet Engine Invalid Address Access on Earl CardIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. An IO Bus transfer from the Baseboard goes to an undefined address on the EARL card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_PARITY: C7600-ES Line Card Packet Engine Bus Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected on the IO Bus from the Baseboard.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_PROTOCOL\_ERR: C7600-ES Line Card Packet Engine IO Bus Protocol ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A transfer on the IO Bus between the Baseboard and the Earl FPGA did not follow the bus protocol.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_ST\_PARITY: C7600-ES Line Card Packet Engine Supertycho Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected when reading from the Supertycho register.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_TIMEOUT: C7600-ES Line Card Packet Engine Bus Timeout: IO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. Supertycho or the ACL Counter FPGA failed to respond to a read or write access within 1 usec.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## C7600\_ES-5

**Error Message** %C7600\_ES-5-BRIDGE\_ASIC\_INTR: The Bridge-ASIC- [chars] [[dec]] interrupt asserted. Addr [[hex]] = [hex]

**Explanation** The Bridge-ASIC on the linecard has experienced an interrupt. The recovery action is already taken and no further action is needed.

**Recommended Action** No action is required.

**Error Message** %C7600\_ES-5-FPGA\_IMAGE\_CORRUPTED: [chars] failed to program at power up, presumed corrupted.

**Explanation** One of the FPGAs failed to program at boot. The board will not and cannot forward traffic in this state. Failure to program presumably caused by corrupted FPGA image. Likely cause of corrupted FPGA image: write failure during FPGA FPD upgrade. Likely cause of FPGA FPD upgrade failure: unexpected LC reset during FPD upgrade.

**Recommended Action** If failure occurred during a FPGA FPD upgrade, ensure that LC was not or will not be inadvertently reset during upgrade. Some FPGA FPD upgrades might require a longer time to complete, and an inadvertent reset during the programming interval will corrupt the FPGA image. If failure did not occur during an FPD upgrade, the FPGA recovery logic will nevertheless necessitate a FPGA FPD upgrade. As a reminder, this requires an FPD bundle file on the supervisor to complete.

**Error Message** %C7600\_ES-5-FPGA\_RECOVERY: [chars] recovery invoked.

**Explanation** FPD is being invoked to recover corrupted FPGA FPD image. Allow a few minutes for programming to complete. FPD will report results from programming FPGA. If FPD reports success, recovery has completed successfully.

**Recommended Action** Verify that FPD successfully recovered image.

**Error Message** %C7600\_ES-5-MET\_TIMEOUT: Rewrite Engine Multicast Expansion Table access timeout recovery action invoked, Address = [hex]

**Explanation** The linecard experienced an IO-BUS timeout while accessing the Multicast Expansion Table. The recovery action is already taken and no further action is needed.

**Recommended Action** No action is required

## C7600\_ES-LINK-3

**Error Message** %C7600\_ES\_LINK-3-FPGA\_NOT\_READY: [chars] reports Link FPGA is not ready (ConfigPLD status [hex])!

**Explanation** The Link FPGA configuration is not done properly. This could be caused by an incompleting Link FPGA update in a previous FPD upgrade process.

**Recommended Action** Restart the FPD upgrade. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES\_LINK-3-INIT\_FAILED: Failed to initialize Link Daughtercard.

**Explanation** Link Daughter card initialization process failed caused by a Link FPGA not ready, memory allocation failure, or a fatal OS kernel error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES\_LINK-3-INTR\_THROTTLE: Interface [chars] PHY interrupt is throttled. Total throttle count [dec].

**Explanation** A 10GE PHY interrupt burst has occurred on one of the interfaces on the link daughter card. The error message indicates that a throttling mechanism has been applied to this port to avoid any operational damage that could be provoked by this event. Possible causes of this problem include a bad transceiver, frequently flapping optical signals, or mismatched path signals (that is, receiving a 10GBASE-W signal on 10GE LAN interface).

**Recommended Action** Check the interface configuration and received signal characteristics. Verify the XFP transceiver and receive signal path to determine the exact root cause. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES\_LINK-3-SEND\_MSG: Link DC failed to notify driver process about a line state change in the interface port [dec]

**Explanation** A line state change has occurred on one of the interface ports on the link daughter card. The error message indicates the port number. The state change notification could not be sent to the link daughter card processor. The cause for this problem could be memory exhaustion.

**Recommended Action** Enter the **show memory summary** command to attempt to determine the cause of the error. If it is insufficient system memory, Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## C7600\_ES-LINK-4

**Error Message** %C7600\_ES\_LINK-4-SCPBUF\_ERR: Failed to get packet from SCP packet pool for [chars]

**Explanation** The Line Card failed to allocate a packet from the SCP packet pool for the transceiver control message specified in the error message.

**Recommended Action** No action is required.

## C7600\_ES-LINK-5

**Error Message** %C7600\_ES\_LINK-5-ALS\_RESTARTREJ: ALS manual restart command on the Interface [chars] is rejected.

**Explanation** The most recent Automatic Laser Shutdown manual restart command (**als restart mode manual**) on the given interface was issued when the ALS statemachine was not in the IDLE state and could not be accepted.

**Recommended Action** No action is required.

# C7600\_SIP200 Messages

This section contains SPA Interface Processor 200 (C7600\_SIP200) messages.

## C7600\_SIP200-3

**Error Message** %C7600\_SIP200-3-BADIFCTRL: Corrupted sip-200 information for interface [chars] [[hex]]

**Explanation** The interface SIP 200 information is not valid. This message indicates an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show memory** command on the line card. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SIP200-3-SONET\_CLOCK\_FAILED: SPA Sonet clock has failed (status = [hex])

**Explanation** The SPA SONET clock has failed. SPAs that rely on the SPA SONET clock for proper operation, such as PoS and ATM, will be affected.

**Recommended Action** If the SPA SONET clock does not recover, perform an OIR.

**Error Message** %C7600\_SIP200-3-SONET\_CLOCK\_RECOVERED: SPA Sonet clock has recovered (status = [hex])

**Explanation** The SPA SONET clock has recovered.

**Recommended Action** No action is required.

## C7600\_SIP200-4

**Error Message** %C7600\_SIP200-4-MEM\_MODULE\_MISMATCH: Memory modules are not identical

**Explanation** The memory modules do not have identical parameters. This condition might impact performance.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show memory** command on the line card. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SIP200\_MP Messages

This section contains SIP 200 multiprocessing (C7600\_SIP200\_MP) messages.

### C7600\_SIP200\_MP-1

**Error Message** %C7600\_SIP200\_MP-1-UNSAFE: Multiprocessor error on [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The CPU specified in the error message attempted to perform an operation that is illegal for multiprocessor operation between the two CPU cores.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SIP200\_MP-3

**Error Message** %C7600\_SIP200\_MP-3-INIT\_FAILURE: Second CPU initialization failed

**Explanation** The line card CPU unit has two CPU cores in it. The second CPU core is not initialized successfully, so the line card is operating with one CPU core only. You may also see a SYS-2-MALLOCFAIL warning message.

**Recommended Action** If this message appears when a line card boots up, reload the line card by entering the **hw-module module slot reset** command. Also, check the amount of memory on the line card by entering the **show controller cwan** command.

## C7600\_SIP200\_MP-4

**Error Message** %C7600\_SIP200\_MP-4-PAUSE: Non-master CPU is suspended for too long, from [hex] ([int]) to [hex] for [int] CPU cycles. [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The master CPU caused the second nonmaster CPU to be suspended for too long a time. This condition could cause the nonmaster CPU to drop packets. This warning indicates a transient software problem, and the line card should continue to operate normally.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SIP200\_MP-4-TIMEOUT: Master CPU request timed out [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The nonmaster CPU is not responding in time to the request from the master CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SIP200\_SPIRX Messages

This section contains SIP 200 SPI4.2 bus ingress interface (C7600\_SIP200\_SPIRX) messages.

### C7600\_SIP200\_SPIRX-3

**Error Message** %C7600\_SIP200\_SPIRX-3-INITFAIL: Failed to configure the ingress SPI4.2 device. Error = [hex]

**Explanation** The system cannot program or configure the ingress SPI4.2 device on the line card. This condition indicates an internal hardware error.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-SPA\_INTERRUPT: SPA [int] - [chars], SPA Int status = [hex]

**Explanation** A SPA interrupt from the ingress SPI4.2 device has occurred.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-SPI4\_LINKERROR: SPA Bay [int], [int] SPI4 Link Failures

**Explanation** Link errors from the ingress SPI4.2 device have occurred.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-SRAM\_ERROR\_DATA: SRAM[dec] Address = [hex] [hex]  
Data = [hex] [hex] [hex]\_[hex] [hex] [hex]\_[hex] [hex] [hex]\_[hex] [hex] [hex]

**Explanation** An SRAM address and data dump has occurred.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-SRAM\_INTERRUPT: [chars], Sram Int status = [hex]

**Explanation** An SRAM interrupt has occurred from the ingress SPI4.2 device.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-STATUS\_INTERRUPT: [chars], Global Int status = [hex]

**Explanation** A status interrupt has occurred from the ingress SPI4.2 device.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

## C7600\_SIP200\_SPITX Messages

This section contains SIP 200 SPI4.2 bus egress interface (C7600\_SIP200\_SPIRX) messages.

### C7600\_SIP200\_SPITX-3

**Error Message** %C7600\_SIP200\_SPITX-3-BADDESC: descriptor [hex], tag [hex], global channel [int]

**Explanation** The egress SPI4.2 device on the line card returns a descriptor entry that is corrupted.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-BADPAK: corrupted packet to [chars]

**Explanation** The egress SPI4.2 device on the line card is handling a packet that is corrupted. This condition indicates that an internal software error has occurred. The corrupted packet has been dropped.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-CHANNEL\_ENABLE\_FAIL: SPI4 Channel [int] for Bay [int], [chars] Failed

**Explanation** The specified SPI4 channel could not be enabled or disabled.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DESCR\_ERR\_SPA0: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DESCR\_ERR\_SPA1: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DESCR\_ERR\_SPA2: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DESCR\_ERR\_SPA3: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DMA\_SQERR: Syndrome=[hex], SPA=[int], Ch=[int], RdSz=[int], RdOff=[int] [chars]

**Explanation** The egress SPI4.2 device on the line card detected a sequence error while processing a DMA operation. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_ERR\_SPA0: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_ERR\_SPA1: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_ERR\_SPA2: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_ERR\_SPA3: SPAsatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCEVNT\_ERR: [chars]

**Explanation** The egress data path device on the line card detected an error while processing internal extended flow-control events. This condition could cause a reduced packet rate.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_QUEUE\_STUCK: [chars]

**Explanation** The egress data path device on the line card detected an error condition with the Extended Flow Control Bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA0: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA1: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA2: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA3: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA0: [chars]

**Explanation** The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA1: [chars]

**Explanation** The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA2: [chars]

**Explanation** The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA3: [chars]

**Explanation** The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INITFAIL: Failed to configure the egress SPI4.2 device. Error = [hex]

**Explanation** The egress SPI4.2 device on the line card could not be programmed or configured. This indicates an internal hardware error.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INT\_PERR\_SPA0: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INT\_PERR\_SPA1: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INT\_PERR\_SPA2: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INT\_PERR\_SPA3: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-MISMATCH: Descriptor ring mismatch: expects [int] got [int]

**Explanation** The egress SPI4.2 device on the line card returned a descriptor entry that did not match what the line card CPU expected. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-OVERRUN\_DROP: SPI4 overrun drops packet for SPA [int], queue [int], count [int]

**Explanation** While the egress SPI4.2 device on the line card sends a packet on the extended flow controlled channel, it overruns the SPI4 channel but cannot queue it to the internal hold queue. This indicates an internal software error.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SPI4\_ERR\_SPA0: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SPI4\_ERR\_SPA1: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SPI4\_ERR\_SPA2: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SPI4\_ERR\_SPA3: SPAsatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel** [channel-id] command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SRAM\_ECCERR: EccSynd=[hex], Err1bit=[int], ErrMbit=[int], SecHalf=[int], SPA=[int], Ch=[int], Addr=[hex], DataHi=[hex], DataLo=[hex], DataEcc=[hex]

**Explanation** The egress SPI4.2 device on the line card detected a parity error in the egress packet memory. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel** [channel-id] command for the SPA.

## C7600\_SSC Messages

This section contains Services SPA Carrier Card (C7600\_SSC) messages.

### C7600\_SSC-3

**Error Message** %C7600\_SSC-3-BRDTYPE\_INDEX\_MISMATCH: [chars]: Board type ([dec]) and card index ([dec]) do not match

**Explanation** A mismatch was detected between the card index and board type. The C7600-SSC-400 board type is 4 and the card index is 191. The C7600-SSC-600 board type is 5 and the card index is 224.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DCM\_FAIL: [chars]: [chars] FPGA module DCM Lock Failure, status: [hex]

**Explanation** One or more of the Digital Clock Managers (DCMs) for the data path FPGAs failed to lock. This indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DP\_COUNTERS: [chars]: Failed to create DP counter process.

**Explanation** A process is initiated on bootup to monitor the counters of the data path FPGAs. There was an error creating this process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DP\_ERROR: [chars]: Bus Error initializing [chars] FPGA, addr: [hex].

**Explanation** This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** Enter the **show hw-module slot fpd** command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DP\_PROGRAMMING: [chars]: [chars] FPGA failed to program.

**Explanation** This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** Enter the **show hw-module slot fpd** command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPRX\_ERR: [chars]. [chars]

**Explanation** There was an error receiving data from the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPTX\_ERR: [chars]: [chars].

**Explanation** There was an error sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPTX\_ERR\_MECC: [chars]: [chars]. ERR addr register: [hex].

**Explanation** There was an error sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPTX\_ERR\_SECC: [chars]: [chars]. Single bit error count:[hex], ECC ERR addr register:[hex].

**Explanation** A data corruption error that was automatically fixed was detected while sending data to the SPA.

**Recommended Action** No action is required if you see this message once. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPTX\_QDR: [chars]: Error clearing QDR queue [dec].

**Explanation** One of the QDR queues did not flush completely.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-SINGLE\_SPA\_MODE: [chars]: Module will use only bay [dec]. Bay [dec] is shut.

**Explanation** The 7600-SSC is in single SPA mode.

**Recommended Action** No action is required.

**Error Message** %C7600\_SSC-3-SSC\_BAY\_SHUT: [chars]: Bay [dec] is shutdown because [chars] is in single-spa-mode

**Explanation** The specified bay is shut down. In single SPA mode, only one bay is active.

**Recommended Action** Refer to the IPsec VPN SPA documentation for information about single SPA mode.

**Error Message** %C7600\_SSC-3-SW\_ERROR: [chars]: [chars]

**Explanation** This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-UNKNOWN\_BRDTYPE: [chars]: SSC board type [dec] is not supported

**Explanation** Board type does not belong to either C7600-SSC-600 or C7600-SSC-400.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SSC-7

**Error Message** %C7600\_SSC-7-DP\_DISABLE: [chars]: [chars] FPGA is forced disabled.

**Explanation** This FPGA has been disabled. Forced disabling is a debugging feature.

**Recommended Action** No action is required.

# C7600\_SSC600 Messages

This section contains Services SPA Carrier Card (C7600\_SSC600) messages.

## C7600\_SSC600-3

**Error Message** %C7600\_SSC600-3-DCM\_FAIL: [chars] FPGA module DCM Lock Failure, status: [hex]

**Explanation** One or more of the Digital Clock Managers (DCM) for the data path FPGAs failed to lock. This condition indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DP\_COUNTERS: Failed to create DP counter process.

**Explanation** A process is initialized at bootup to monitor the counters of the data path FPGAs. There was an error in creating this process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DP\_ERROR: Bus Error initializing [chars] FPGA, addr: [hex] .

**Explanation** This FPGA could not be initialized because of a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** Enter the **show hw-module slot fpd** command to gather more information on the specific nature of the condition. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will

supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DP\_PROGRAMMING: [chars] FPGA failed to program.

**Explanation** This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** Enter the **show hw-module slot fpd** command to gather more information on the specific nature of the condition. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DPRX\_ERR: [chars].

**Explanation** There was an error receiving data from the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DPTX\_ERR: [chars].

**Explanation** There was an error sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DPTX\_QDR: Error clearing QDR queue [dec].

**Explanation** One of the QDR queues did not clear completely.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-SINGLE\_SPA\_MODE: Module will use only bay [dec]. Bay [dec] is shut.

**Explanation** The 7600-SSC-400 is in single SPA mode.

**Recommended Action** This message is informational. No action is required.

**Error Message** %C7600\_SSC600-3-SSC\_BAY\_SHUT: Bay [dec] is shutdown because 7600-SSC-400 is in single-spa-mode

**Explanation** The specified bay is shut down. In single SPA mode, only one bay is active.

**Recommended Action** Refer to the IPsec VPN SPA documentation for information about single SPA mode.

**Error Message** %C7600\_SSC600-3-SW\_ERROR: NULL

**Explanation** This condition occurs when there is a problem in internal software coding; it should not occur under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SSC600-7

**Error Message** %C7600\_SSC600-7-DP\_DISABLE: [chars] FPGA is forced disabled.

**Explanation** This FPGA has been disabled. Forced disabling is a debugging feature.

**Recommended Action** No action is required.

## CALL\_HOME Messages

This section contains Call Home messages.

### CALL\_HOME-3

**Error Message** %CALL\_HOME-3-CLI\_CMD\_RUN\_FAILED: No VTY connection available to run CLI command for event notification message (ERR [dec])

**Explanation** Call Home was unable to open a VTY connection to run CLI commands and collect output for use in notification messages.

**Recommended Action** Increase the number of configured VTY lines or change the Alert Group subscriptions to make them more restrictive (to reduce the number of simultaneous event triggers).

**Error Message** %CALL\_HOME-3-HTTP\_REQUEST\_FAILED: Call-Home HTTP request failed (ERR [dec])

**Explanation** The Call Home HTTP message failed to send to an HTTPS server.

**Recommended Action** Check whether you have configured a valid trustpoint certificate for secure HTTP messages.

**Error Message** %CALL\_HOME-3-HTTP\_REQUEST\_FAILED: failed to send HTTP request to : %s (ERR %d : %s)

**Explanation** The call-home HTTP message failed to send to HTTPS server,

**Recommended Action** Please check the connectivity of your network and the DNS setting

**Error Message** %CALL\_HOME-3-MESSAGE\_SIZE\_OVER\_LIMIT: XML message size over limit, failed to send call-home message. configured message size limit ([dec]) is less than current message minimum length required ([dec]).

**Explanation** Unable to create the message because the message size exceeds the configured message size limit.

**Recommended Action** Increase the destination message size limit.

**Error Message** %CALL\_HOME-3-REQUEST\_MESSAGE\_FAILED: call-home request message failed to send (ERR [dec], [chars])

**Explanation** An attempt to send a call-home request message has failed.

**Recommended Action** Configure Call Home to send call-home request messages.

**Error Message** %CALL\_HOME-6-REQUEST\_MESSAGE\_SUCCEEDED: call-home request message succeeded

**Explanation** A call-home request message was sent successfully.

**Recommended Action** No action is required.

**Error Message** %CALL\_HOME-3-SMTP\_SEND\_FAILED: Unable to send notification using all SMTP servers (ERR [dec], [chars])

**Explanation** Call Home was unable to send notification using any of the configured SMTP servers.

**Recommended Action** Verify the configuration of the Call Home SMTP servers and ports used to connect to the servers. Verify that the remote SMTP servers are reachable and that they are operating correctly.

## CALL\_HOME-4

**Error Message** %CALL\_HOME-4-MESSAGE\_IS\_TRUNCATED: message size over limit, call-home message is truncated. configured message size limit ([dec]) is less than current message total length required ([dec]).

**Explanation** The Call Home message is truncated because it exceeds the configured message size limit.

**Recommended Action** Increase the destination message size limit.

## CALL\_HOME-5

**Error Message** %CALL\_HOME-5-HTTPS\_NOT\_SUPPORTED: This image version does not support HTTPS

**Explanation** The configured message destination is a secure HTTP (HTTPS) URL, but this image does not support secure HTTP.

**Recommended Action** Upgrade your system image to a crypto image, which supports secure HTTP.

## CALL\_MGMT-1

**Error Message** %CALL\_MGMT-1-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Call Management software. This indicates an initialization failure. When this occurs, the Call Management subsystem is not operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CALL\_MGMT-1-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Call Management software. This indicates that internal data was corrupted due to a software error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CALL\_MGMT-4

**Error Message** %CALL\_MGMT-4-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Call Management software. This indicates that a call record is missing from active call list

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CARRIER-2

**Error Message** %CARRIER-2-UNAVAILABLE: 3 NP108s were not found on Tetryl card, %d detected.

**Explanation** Tetryl requires 3 NP108s to be present

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-2-UNAVAILABLE: Cannot mix E1 PRI and CT3 DFC in chassis, do not power up invalid card in slot %d

**Explanation** The user has put E1 PRI and CT3 DFC cards in the same chassis.

**Recommended Action** Remove the extra E1 PRI or CT3 DFC card.

**Error Message** %CARRIER-2-UNAVAILABLE: Cannot mix T1 and E1 8PRI DFC cards in chassis, do not power up invalid card in slot %d

**Explanation** The user has put T1 and E1 8PRI DFC cards in the same chassis.

**Recommended Action** Remove the extra T1 or E1 8PRI DFC card.

**Error Message** %CARRIER-2-UNAVAILABLE: Too many 8PRI DFC cards, do not power up invalid card in slot %d

**Explanation** The user has put too many 8PRI DFC cards in the chassis.

**Recommended Action** Remove the extra 8PRI DFC card.

**Error Message** %CARRIER-2-UNAVAILABLE: Too many CT3 DFC cards, do not power up invalid card in slot %d

**Explanation** The user has put too many CT3 DFC cards in the chassis.

**Recommended Action** Remove the extra CT3 DFC card, or 8PRI DFC card causing problem

**Error Message** %CARRIER-2-UNAVAILABLE: Too many trunk DFC cards, do not power up invalid card in slot %d

**Explanation** The user has put too many trunk DFC cards in the chassis.

**Recommended Action** Remove the extra trunk DFC card.

## CARRIER-3

**Error Message** %CARRIER-3-UNAVAILABLE: DFC Carrier Platform Init Failed - Slot %d

**Explanation** DFC Carrier Platform Init Failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC Power Changed - DFC %d

**Explanation** DFC Power is fluctuating

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC Power-On Failed - DFC %d

**Explanation** DFC Power-On Failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC Reset Failed - DFC %d

**Explanation** During OIR Removal process, DFC reset failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC initialization is failed - DFC %d

**Explanation** DFC initialization is failed because of several reasons

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC is already initialized - DFC %d

**Explanation** DFC is already initialized, no need to initialize again

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: Invalid DFC - DFC %d type %d

**Explanation** DFC has invalid board id/type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CASA-3

**Error Message** %CASA-3-UNAVAILABLE: Incoming packet is CASA v%d, this router is v%d

**Explanation** A packet was received for the wrong version of CASA

**Recommended Action** Verify that all CASA devices are running the same version of the protocol

## CASA-4

**Error Message** %CASA-4-UNAVAILABLE: %s security information in CASA packet.

**Explanation** Security check failed.

**Recommended Action** Make sure all CASA systems are configured with the same password.

**Error Message** %CASA-4-UNAVAILABLE: Message parsing error: %s

**Explanation** Failed to parse an incoming packet

**Recommended Action** If this message is occurring repeatedly, enable 'debug ip casa error' and record the output, call your Cisco technical support representative, and provide the gathered information.

**Error Message** %CASA-4-UNAVAILABLE: Unexpected condition: %s

**Explanation** An unexpected condition was detected while performing CASA operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CASA-4-UNAVAILABLE: Unexpected error: %s

**Explanation** An unexpected error occurred while performing CASA operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CASA-4-UNAVAILABLE: Wildcard overlap: %s

**Explanation** A CASA wildcard, received on one port, has been overwritten by a service manager sending to another port. This message may appear once if you are migrating your service to a new forwarding-agent port, if it recurs, it could indicate a configuration problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CAMP Messages

This section contains Cooperative Asymmetric Multiprocessing (CAMP) messages.

## CAMP-3

**Error Message** %CAMP-3-MP\_INIT\_FAILURE: Second CPU initialization failed

**Explanation** The module CPU unit has two CPU cores in it. The second CPU core did not initialize successfully, so the module is operating with only one CPU core.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CAPI\_EC Messages

This section contains card and EtherChannel limitation (CAPI\_EC) messages.

## CAPI\_EC-4

**Error Message** %CAPI\_EC-4-GROUP\_RATE\_LIMITED: Adding interfaces of the same port-group ([dec]-[dec]) on [chars] to an etherchannel will not increase the channel throughput!

**Explanation** Because ports on the specified slot use oversubscription, the total throughput of the port channel is limited by the port group.

**Recommended Action** If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of 8, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

**Error Message** %CAPI\_EC-4-RATE\_LIMITED: Adding [chars] interfaces to an etherchannel will limit channel throughput to 1 Gbps!

**Explanation** Because ports on the indicated card type use oversubscription, throughput of the port channel is limited.

**Recommended Action** If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port-groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

**Error Message** %CAPI\_EC-4-SLOT\_RATE\_LIMITED: Adding interfaces on slot [dec] to an etherchannel will limit channel throughput to 1 Gbps!

**Explanation** Because ports on the indicated slot use oversubscription, the total throughput of the port channel is limited.

**Recommended Action** If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port-groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for the same port-channel.

## CARDMGR Messages

This section contains SIP 400 Card Manager (data plane) (CARDMGR) messages.

### CARDMGR-2

**Error Message** %CARDMGR-2-ESF\_DEV\_ERROR: An error has occurred on [chars]: [chars]

**Explanation** The ESF encountered an error during normal operation. Steps need to be taken to resolve the problem and allow traffic through the SIP 400 line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-ESF\_LOAD\_FAIL: [chars] failed to load: [chars]

**Explanation** The ESF could not be loaded because one of the steps in the startup sequence failed. This ESF is now not operational, which stops the traffic through the SIP-400 line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-NULL\_OBJECT: Missing device object (%s) for pending interrupt

**Explanation** A hardware device asserted an interrupt to report an event, but there is no device object for this device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-SPABUS\_ERROR: A [chars] FSM SPA bus error has occurred in subslot [dec]

**Explanation** An FSM SPA bus error occurred during normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-SYNC\_CHECK\_FAIL: The SPA in subslot %d/%d %s SPI4 interface sync with the host failed.

**Explanation** The syncing of the SPA to the host on the SPI4 bus failed for either ingress, egress, or both, as specified.

**Recommended Action** Please attempt to reseat the specified SPA, making sure it is properly screwed down. If it still fails, try the SPA in another subslot if possible to determine if the problem is the SPA or the host card. If you still require assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-TCAM\_REG\_OVERWRITE: Attempt made to overwrite registered TCAM callback function %08X with %08X

**Explanation** A single function can be set as a callback for TCAM events. This message indicates that an attempt to set a new callback has failed because a callback function has already been set.

**Recommended Action** Please attempt to reseat the specified SPA, making sure it is properly screwed down. If it still fails, try the SPA in another subslot if possible to determine if the problem is the SPA or the host card. If you still require assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CARDMGR-4

**Error Message** %CARDMGR-4-ESF\_DEV\_RELOADED: The ESF microcode has automatically recovered from an internal inconsistency.

**Explanation** An ESF internal inconsistency was detected during normal operation. The ESF microcode was reloaded to resolve the inconsistency.

**Recommended Action** No action is required unless this message appears multiple times. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-4-ESF\_LOAD\_WARN: [chars] microcode load: [chars]

**Explanation** The ESF was loaded even though a potential problem exists.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-4-ESF\_LOOPBACK\_FAIL: ESF loopback packet test failed: tried [dec] sent [dec] received [dec]

**Explanation** The ESF loopback packets sent after a microcode reload experienced excessive packet loss. This condition is usually an indication that data traffic through this line card is impacted as well.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CARDMGR-5

**Error Message** %CARDMGR-5-ESF\_DEV\_INFO: ESF internal inconsistency corrected on [chars]: [chars]

**Explanation** An ESF internal inconsistency was detected and corrected during normal operation.

**Recommended Action** No action is required unless this message appears multiple times. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>.

With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-5-ESF\_UCODE\_DONE: Microcode download complete for [chars], time elapsed [time-stamp]

**Explanation** The ESF microcode was successfully downloaded and started. The forwarding engine is now configured and operational. The time elapsed is measured from the ESF\_UCODE\_START message.

**Recommended Action** This is a normal activity at Cisco IOS boot time or after a fatal ESF error occurs. No action is necessary.

**Error Message** %CARDMGR-5-ESF\_UCODE\_START: Downloading microcode [chars] for [chars], version=[chars], [chars]

**Explanation** The platform code was starting to download a particular ESF microcode image.

**Recommended Action** This is a normal activity at Cisco IOS boot time or after a fatal ESF error occurs. No action is necessary.

## CAT6000\_SSC Messages

This section contain Services SPA Carrier Card (SSC) messages.

### CAT6000\_SSC-3

**Error Message** %CAT6000\_SSC-3-BRDTYPE\_INDEX\_MISMATCH: [chars]: Board type ([dec]) and card index ([dec]) do not match

**Explanation** A mismatch was detected between the card index and board type. For the C7600-SSC-400, the board type is 4 and the card index is 191. For the C7600-SSC-600, the board type is 5 and the card index is 224.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DCM\_FAIL: [chars]: [chars] FPGA module DCM Lock Failure, status:%08x

**Explanation** One or more of the digital clock managers (DCM) for the data path FPGAs failed to lock. This indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPRX\_ERR: [chars]. [chars]

**Explanation** An error occurred while receiving data from the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPTX\_ERR: [chars]: [chars].

**Explanation** An error occurred while sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPTX\_ERR\_MECC: [chars]: [chars]. ERR addr register:0x%08lx.

**Explanation** An error occurred while sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPTX\_ERR\_SECC: [chars]: [chars]. Single bit error count:0x%08lx, ECC ERR addr register:0x%08lx.

**Explanation** A data corruption error was detected and automatically fixed while sending data to the SPA.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPTX\_QDR: [chars]: Error clearing QDR queue [dec].

**Explanation** One of the QDR queues did not flush completely.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DP\_COUNTERS: [chars]: Failed to create DP counter process.

**Explanation** A process is spawned on bootup to monitor the counters of the data path (DP) FPGAs. There was an error creating this process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DP\_ERROR: [chars]: Bus Error initializing [chars] FPGA, addr: 0x%08x.

**Explanation** This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show hw-module slot fpd** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DP\_PROGRAMMING: [chars]: [chars] FPGA failed to program.

**Explanation** This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show hw-module slot fpd** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-SINGLE\_SPA\_MODE: [chars]: Module will use only bay [dec]. Bay [dec] is shut.

**Explanation** The 7600-SSC is in single SPA mode.

**Recommended Action** No action is required.

**Error Message** %CAT6000\_SSC-3-SSC\_BAY\_SHUT: [chars]: Bay [dec] is shutdown because [chars] is in single-spa-mode

**Explanation** The specified bay is shut down. In single SPA mode, only one bay is active.

**Recommended Action** Refer to the IPsec VPN SPA documentation for information about single SPA mode.

**Error Message** %CAT6000\_SSC-3-SW\_ERROR: [chars]: [chars]

**Explanation** This error indicates a problem in internal software coding.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-UNKNOWN\_BRDTYPE: [chars]: SSC board type [dec] is not supported

**Explanation** The board type is not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CAT6000\_SSC-7

**Error Message** %CAT6000\_SSC-7-DP\_DISABLE: [chars]: [chars] FPGA is forced disabled.

**Explanation** This FPGA has been forced disabled. This is a debugging feature.

**Recommended Action** No action is required.

## CAT6000\_SVC Messages

**Error Message** %CAT6000\_SVC\_APP\_HW-0-DPFGAINTFATALERR: [chars], hardware register offset [hex] value [hex]

**Explanation** A Data Path FPGA fatal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-2-APP\_PROC\_ALERT: Service Application Processor alert: [chars]

**Explanation** A hardware problem was detected on the Service Application Processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-2-HW\_INTERRUPT: Hardware interrupt for Device: [chars]

**Explanation** A hardware interrupt occurred on the Line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-2-UNSUPPORTED\_HW: Unsupported Hardware: [chars]

**Explanation** Unsupported hardware was found on the Line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-BAD\_IFCOMTYPE: Bad ifcom message type=[int]

**Explanation** A Trifecta module passed down a message that the RP software was not prepared to handle.

**Recommended Action** lcp-services

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGADRVFAIL: DPFPGA object driver [chars] failure

**Explanation** DPFPGA object driver create or pll check or TSE and XAUIs bring-up or check all blocks except GLOBAL and XAUIs or check global interrupt register or check XAUIs global status or check XAUIs global error status failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGAHWFAIL: Hardware bring-up failure

**Explanation** The DPFPGA manager failed to bring-up the hardware prior to constructing the device object driver.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGAIMAGE: DPFPGA image [chars] error, IOFPGA config flash status register [hex]

**Explanation** A datapath FPGA image download or CRC error has occurred. The actual hardware reason is stored in IOFPGA config flash register.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGAINTERR: [chars], hardware register offset [hex] value [hex]

**Explanation** A datapath FPGA error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGRAMNGRFAIL: DPFPGA manager [chars] failure

**Explanation** The DPFPGA manager create various processes failure or initialization failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGASEUERR: A [chars] occured on the DPFPGA. SEU\_EMR\_REG = [hex]

**Explanation** DPFPGA error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGATIMEOUT: DPFPGA [chars] timeout after [dec]ms

**Explanation** DPFPGA init done or pll lock timeout during bring-up

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

**Explanation** The Linecard failed to allocate a buffer for communication with the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

**Explanation** The Linecard failed to create a port for communication with the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-IPCSENDFAIL: Failed to send IPC message [chars]

**Explanation** The Linecard failed to send a message to the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-SHMEMFAIL: Shared memory write time out after [dec]ms

**Explanation** The DPFPGA manager failed to get into the critical section for update the statistics counters in the PCI shared memory

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-6-APP\_FPGAVER\_MISMATCH: Module [dec]: [chars]

**Explanation** Service application FPGA version mismatch.

**Recommended Action** No action is required.

**Error Message** %CAT6000\_SVC\_APP\_HW-6-APP\_RESTART\_REASON: [chars] : [chars]

**Explanation** Service application restart reason.

**Recommended Action** No action is required.

**Error Message** %CAT6000\_SVC\_APP\_HW-6-APPONLINE: Service application in slot [int] is online.

**Explanation** Service application has finished booting up and is online

**Recommended Action** No action is required.

## CAT6000\_TRIFECTA Messages

### CAT6000\_TRIFECTA-0

**Error Message** %CAT6000\_TRIFECTA-0-DPFPGAINTFATALERR: [chars], hardware register offset [hex] value [hex]

**Explanation** A DPFPGA fatal error has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support**

command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CAT6000\_TRIFECTA-2

**Error Message** %CAT6000\_TRIFECTA-2-APP\_PROC\_ALERT: Service Application Processor alert: [chars]

**Explanation** A hardware problem was detected on the Service Application Processor.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-2-HW\_INTERRUPT: Hardware interrupt for Device: [chars]

**Explanation** A hardware interrupt occurred on the line card.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CAT6000\_TRIFECTA-3

**Error Message** %CAT6000\_TRIFECTA-3-BAD\_IFCOMTYPE: Bad ifcom message type=[int]

**Explanation** A Trifecta module passed down a message that the RP software was not prepared to handle.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the

Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFPGADRVFAIL: DPFGA object driver [chars] failure

**Explanation** DPFGA object driver create or pll check or TSE and XAUIs bring-up or check all blocks except GLOBAL and XAUIs or check global interrupt register or check XAUIs global status or check XAUIs global error status failure

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFGAHWFFAIL: Hardware bring-up failure

**Explanation** The DPFGA manager failed to bring-up the hardware prior to construct the device object driver

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFGAIMAGE: DPFGA image [chars] error, IOFPGA config flash status register [hex]

**Explanation** DPFGA image download or CRC error, the actual hardware reason is stored in IOFPGA config flash register

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFPGAINTERR: [chars], hardware register offset [hex] value [hex]

**Explanation** A DPFPGA error has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFPGAMNGRFAIL: DPFPGA manager [chars] failure

**Explanation** The DPFPGA manager has created a processes failure or an initialization failure.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFPGATIMEOUT: DPFPGA [chars] timeout after [dec]ms

**Explanation** DPFPGA init done or pll lock timeout during bring-up

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

**Explanation** The linecard failed to allocate a buffer for communication with the Route Processor (Draco).

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

**Explanation** The linecard failed to create a port for communication with the Route Processor (Draco).

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-IPCSENDFAIL: Failed to send IPC message [chars]

**Explanation** The linecard failed to send a message to the Route Processor (Draco).

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-SHMEMFAIL: Shared memory write time out after [dec]ms

**Explanation** The DPFPGA manager failed to get into the critical section for update the statistics counters in the PCI shared memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-X86\_SHUT\_ERR%CBUS-3-ADDRFILTR: Interface %s, address filter %s command failed, code %#04x

**Explanation** The specified address filter command sent to the specified interface failed with the displayed error code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CBUS Messages

This section contain Cisco Bus Controller (CBUS) messages.

### CBUS-3

**Error Message** %CBUS-3-ADDRFILTR: Interface %s, address filter %s command failed, code %#04x

**Explanation** The specified address filter command sent to the specified interface failed with the displayed error code.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-BADRXEOFVEC: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-BADTXSTATE: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-BADVC: %s %d/%d got bad VC packet %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CATMCFG: Interface %s, Cannot config interface, CBus ATM MEM 0x%x, status %d

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-CATMREJCMD: %s %s command failed (error code 0x%04x)

**Explanation** The cBus ATM microcode rejected a command sent by the Route Processor (RP). The error code is the status value returned by the command.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CCBCMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CCBCMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CCBCMDFAIL3: Controller %d, cmd (%d 0x%-04x, 0x%-04x, 0x%-04x) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CE3DSX3ERR: (%s)Illegal E3 value - unit is %d

**Explanation** A status information message was received from the CT3 VIP, but during message processing it was detected that an element in the data structure corresponding to the status information message has not been set. This condition may be caused by either an element that has not been passed by the VIP or a corruption in the status message.

**Recommended Action** If this error recurs, enter the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-CFGCMDDROPPED: Config queue is full, command was dropped, slot %d

**Explanation** Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-CMD: Cmd failed: %s, response %#04x, %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-CT3STAT: Out of buffers--losing status information for CT3 on VIP card

**Explanation** A status information message from the VIP was received. A memory buffer is required to process the status information message, but the memory allocation routine due to insufficient system buffer memory. Therefore, the status information message was not processed. This condition may be caused either by a heavy memory utilization at the time of the memory buffer request or by insufficient memory in the system.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs or appears regularly, contact your Cisco technical representative to upgrade the memory of the system.

**Error Message** %CBUS-3-CTRACHECK: Interface %s, Adapter Check Error (%04x %04x %04x %04x)

**Explanation** The Token Ring monitor firmware detected a fatal error on the interface card.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRBADLOVE1: Interface %s, SRB\_COMPLETE lovenote received with unknown command (0x%04x)

**Explanation** The system received a message from the Token Ring interface but does not recognize the message.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRBADLOVE1\_DUMP: Dump of MEMB follows -SRB\_ADDR: %04x %04x %04x %04x %04x %04x %04x %04x

**Explanation** The system is printing codes related to a previous lovenote error message.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRCMDFAILED2: Interface %s, CTR Command %s Failed, Code %#04x

**Explanation** A command sent from the system to the Token Ring interface failed to complete successfully.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRCMDFAILED: Interface %s, CTR Command %s Failed, %s (%#04x)

**Explanation** A command sent from the system to the Token Ring interface failed to complete successfully.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRINIT: Interface %s, CTR Initialization Failed - %s

**Explanation** The Token Ring interface failed one of its internal self-tests.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRLRCMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CTRLRCMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CTRRAMTEST: Interface %s, RAM Addressing Test Failed - %s

**Explanation** The Token Ring interface failed its memory diagnostic tests.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRRSET: Interface %s failed to initialize

**Explanation** The Token Ring interface failed to insert into the Token Ring. The interface is placed into reset state and will not automatically try to re-insert itself.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRUCHECK: Interface %s, Microcode Check Error

**Explanation** The Token Ring interface microcode detected an unrecoverable error.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-DAUGHTER: Unit %d, daughter controller %d failed %s test - interface disabled

**Explanation** A hardware component failed an internal diagnostic test. Test output and descriptions of ranges follow: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller, or in the Cisco 7000, a slot number. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. failed [chars] test ([chars]= memd read, memd write): If the failed test was memd read, the processor was able to write to shared ciscoBus buffer memory from the ciscoBus registers, but was unable to read back that memory through special commands to the daughter card. If the failed test was memd write, writes to the memory device through the daughter card were not verified successfully with reads through the ciscoBus controller. The daughter card under test responds

successfully to some commands (otherwise the software would have received a DAUGHTER\_NO\_RSP message), but its memory device tests failed. The daughter card must be able to write to some memory device addresses; otherwise, it cannot respond to any commands.

**Recommended Action** First check that the daughter controller card is properly seated in its Multibus and ciscoBus connectors. Next, swap daughter cards and check whether the error follows the daughter card or the slot. If the message recurs, call your technical support representative for assistance.

**Error Message** %CBUS-3-DAUGHTER\_NO\_RSP: Unit %d, daughter %d, not responding (0x%04x) - disabled

**Explanation** A hardware component failed an internal diagnostic test. Test output and descriptions of ranges are as follows: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. The daughter card hardware was recognized across the cBus backplane, but the daughter card did not respond to the first command issued to it. This condition is a result of one of the following: the daughter card did not reset, or the microcode on the card is in a hung state, or the card cannot fully communicate across the ciscoBus backplane (cannot read or write shared MEMD or does not get the MALU\_ATTENTION signal across the ciscoBus).

**Recommended Action** First, make sure that the daughter card is properly seated in its Multibus and ciscoBus connectors. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information

**Error Message** %CBUS-3-FCICMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-FCICMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-FSIPRSET: Interface %s, Error (%-04x) %s - fsip\_reset()

**Explanation** A Fast Serial Interface Processor (FSIP) did not respond to a reset request from the Route Processor.

**Recommended Action** Check FSIP electrical connections, cable, and ciscoBus connections. An FSIP microcode reload will be required. If the check of electrical connections reveals no problems and the message recurs, call your technical support representative for assistance.

**Error Message** %CBUS-3-HALSDHERR: (%s)Illegal sdh value - unit is %d

**Explanation** Internal data structure is corrupted, which causes the love letter to drop.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-HALSTAT: Out of buffers--losing status information for ChSTM-1 on VIP card

**Explanation** An internal software resource has been exhausted.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-HSSIRSET: Interface %s, Error (%-04x) %s - hssi\_reset()

**Explanation** A command to reset an HSSI interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

**Recommended Action** Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-INITERR: Interface %d, Error (%-04x), idb %08x %d %s - cbus\_init()

**Explanation** The switch processor or ciscoBus controller signaled an error while processing a packet or selecting an interface. This indicates a software problem.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-INTR: Interface %d, idb %08x %d %s - cbus\_interrupt()

**Explanation** The switch processor or ciscoBus controller returned a nonsensical value.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-OUTHUNG: %s: tx%c output hung (%-04x - %s), %s

**Explanation** A transmission attempt on an interface failed. The interface might not be attached to a cable or there might be a software problem.

**Recommended Action** Check that the interfaces are all connected to the proper cables. If that is not the problem, call your technical support representative.

**Error Message** %CBUS-3-POLLFAIL: Interface %s failed to respond, debug info follows

**Explanation** A Token Ring interface card failed to respond to periodic polling. This can indicate a software or hardware problem. See CBUS-3-POLLFAILDAT for the syntax of this message.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-POTSTAT: Out of buffers--losing status information for POTENT on VIP card

**Explanation** An internal software resource has been exhausted.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-RESETNXI: Reset of removed interface %x (%s)

**Explanation** An interface reset was attempted on an interface that was removed from the router. This message appears if you use the shutdown command to bring down a removed interface.

**Recommended Action** Informational only. No action required.

**Error Message** %CBUS-3-SENDIPCMDFAIL: Send Ip Cmd Failed. Command dropped after %d retries, CCB 0x%x, slot %d, cmd code %d

**Explanation** Sending an ip command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-SRPRSET: Interface %s, Error (%-04x) %s - srp\_reset()

**Explanation** A command to reset an SRP interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

**Recommended Action** Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-TESTFAIL: Unit %d, failed %s test - interface disabled

**Explanation** A hardware component failed an internal diagnostic test.

**Recommended Action** Check switch settings on the interface cards. Check for proper unit numbers. Reset the cards. Replace the malfunctioning device.

**Error Message** %CBUS-3-TXSTARTPENDACTIVE: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-TXVCENCAPFAIL: Detected bad tx vc encaps on %s, vc %d. Board encaps failed %#x, %#x, %#x

**Explanation** Board encaps failed on a transmit packet on a channelized serial interface which does not have the vc number encapsulation

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative

**Error Message** %CBUS-3-UNAVAILABLE: %s %d/%d got bad VC packet %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: %s %s command failed (error code 0x%04x)

**Explanation** The cBus ATM microcode rejected a command sent by the Route Processor (RP). The error code is the status value returned by the command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: %s: tx%c output hung (%-04x - %s), %s

**Explanation** A transmission attempt on an interface failed. The interface might not be attached to a cable or there might be a software problem.

**Recommended Action** Check that the interfaces are all connected to the proper cables. If that is not the problem, call your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: (%s)Illegal E3 value - unit is %d

**Explanation** A status information message was received from the CT3 VIP, but during message processing it was detected that an element in the data structure corresponding to the status information message has not been set. This condition may be caused by either an element that has not been passed by the VIP or a corruption in the status message.

**Recommended Action** If this error recurs, enter the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-UNAVAILABLE: (%s)Illegal dsx3 value - unit is %d

**Error Message** %CBUS-3-UNAVAILABLE: (%s)Illegal sdh value - unit is %d

**Explanation** Internal data structure is corrupted, which causes the love letter to drop.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Buffer allocation failure: %s

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: CCB handover timed out, CCB 0x%x, slot %d

**Explanation** A hardware or software error occurred.

**Recommended Action** Please gather the logs and tracebacks and contact the TAC

**Error Message** %CBUS-3-UNAVAILABLE: CCB semaphore acquired traceback:%s CCB semaphore released traceback:%s

**Explanation** More information on the CCB semaphore. The tracebacks indicate the program counters and stack that point to the code that was the last to acquire this semaphore and the last to release this semaphore respectively

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Cmd dropped, CCB 0x%x, slot %d, cmd code %d

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Cmd failed: %s, response %#04x, %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Cmd timed out, CCB 0x%x, slot %d, cmd code %d

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Config queue is full, command was dropped, slot %d

**Explanation** Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, Error (%-04x), Buffersize = %d, Bufferpool = %d, number %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-04x, 0x%-04x, 0x%-04x) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, wrote 0x%-04x, read 0x%-04x, loc 0x%-04x - dci\_memtest()

**Explanation** A hardware component failed an internal diagnostic test.

**Recommended Action** Replace the malfunctioning device.

**Error Message** %CBUS-3-UNAVAILABLE: Detected bad tx vc encaps on %s, vc %d. Board encaps failed %#x, %#x, %#x

**Explanation** Board encaps failed on a transmit packet on a channelized serial interface which does not have the vc number encapsulation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Dump of MEMB follows -SRB\_ADDR: %04x %04x %04x %04x %04x %04x %04x %04x

**Explanation** The system is printing codes related to a previous lovenote error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Error (%-04x) tx\_allocate - cbus\_init()

**Explanation** A hardware device did not respond appropriately to a request.

**Recommended Action** Make sure the device is functioning and is configured correctly.

**Error Message** %CBUS-3-UNAVAILABLE: Failed to select a BCE, response 0x%04x - cbus\_bce\_permissions\_update()

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Failed to select a BCE, response 0x%04x - cbus\_bce\_update\_ifa()

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Int %d: %04X %04X %04X %04X %04X %04X

**Explanation** This is the debugging information for the CBUS-3-POLLFAIL error.

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %CBUS-3-UNAVAILABLE: Interface %d, Error (%-04x), idb %08x %d %s - cbus\_init()

**Explanation** The switch processor or ciscoBus controller signaled an error while processing a packet or selecting an interface. This indicates a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %d, idb %08x %d %s - cbus\_interrupt()

**Explanation** The switch processor or ciscoBus controller returned a nonsensical value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s failed to initialize

**Explanation** The Token Ring interface failed to insert into the Token Ring. The interface is placed into reset state and will not automatically try to re-insert itself.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s failed to respond, debug info follows

**Explanation** A Token Ring interface card failed to respond to periodic polling. This can indicate a software or hardware problem. See CBUS-3-POLLFAILED for the syntax of this message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Adapter Check Error (%04x %04x %04x %04x)

**Explanation** The Token Ring monitor firmware detected a fatal error on the interface card.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, CTR Command %s Failed, %s (%#04x)

**Explanation** A command sent from the system to the Token Ring interface failed to complete successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, CTR Command %s Failed, Code %#04x

**Explanation** A command sent from the system to the Token Ring interface failed to complete successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, CTR Initialization Failed - %s

**Explanation** The Token Ring interface failed one of its internal self-tests.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Cannot config interface, CBus ATM MEM 0x%x, status %d

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - aip\_reset()

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - fddi\_reset()

**Explanation** A hardware device did not respond appropriately to a request.

**Recommended Action** Make sure the device is functioning and is configured correctly.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - fsip\_reset()

**Explanation** A Fast Serial Interface Processor (FSIP) did not respond to a reset request from the Route Processor.

**Recommended Action** Check FSIP electrical connections, cable, and ciscoBus connections. An FSIP microcode reload will be required. If the check of electrical connections reveals no problems and the message recurs, call your technical support representative for assistance.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - hssi\_reset()

**Explanation** A command to reset an HSSI interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

**Recommended Action** Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - serial\_reset()

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - srp\_reset()

**Explanation** A command to reset an SRP interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

**Recommended Action** Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Invalid PLIM detected. Interface  
downed

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Microcode Check Error

**Explanation** The Token Ring interface microcode detected an unrecoverable error.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, RAM Addressing Test Failed - %s

**Explanation** The Token Ring interface failed its memory diagnostic tests.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, SRB\_COMPLETE lovenote received with unknown command (0x%04x)

**Explanation** The system received a message from the Token Ring interface but does not recognize the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, address filter %s command failed, code %#04x

**Explanation** The specified address filter command sent to the specified interface failed with the displayed error code.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, unknown encaps type %x

**Explanation** A packet was received from the CIP with an unknown encapsulation type. The packet will be dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Missing %s for %s

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for CT3 on VIP card

**Explanation** A status information message from the VIP was received. A memory buffer is required to process the status information message, but the memory allocation routine due to insufficient system buffer memory. Therefore, the status information message was not processed. This condition may be caused either by a heavy memory utilization at the time of the memory buffer request or by insufficient memory in the system.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs or appears regularly, contact your Cisco technical representative to upgrade the memory of the system.

**Error Message** %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for ChSTM-1 on VIP card

**Explanation** An internal software resource has been exhausted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for POTENT on VIP card

**Explanation** An internal software resource has been exhausted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Reset of removed interface %x (%s)

**Explanation** An interface reset was attempted on an interface that was removed from the router. This message appears if you use the shutdown command to bring down a removed interface.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CBUS-3-UNAVAILABLE: Select invalid vc number %d.

**Explanation** An invalid channel number is selected

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Send Ip Cmd Failed. Command dropped after %d retries, CCB 0x%x, slot %d, cmd code %d

**Explanation** Sending an ip command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Unexpected interface type for %s%u, port %u, type %u

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, Error (%-04x) %s - cbus\_atm\_reset()

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, Error (%-04x) %s - fddi\_reset()

**Explanation** A hardware device did not respond appropriately to a request.

**Recommended Action** Make sure the device is functioning and is configured correctly.

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, daughter %d, not responding (0x%04x) - disabled

**Explanation** A hardware component failed an internal diagnostic test. Test output and descriptions of ranges are as follows: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. The daughter card hardware was recognized across the cBus backplane, but the daughter card did not respond to the first command issued to it. This condition is a result of one of the following: the daughter card did not reset, or the microcode on the card is in a hung state, or the card cannot fully communicate across the ciscoBus backplane (cannot read or write shared MEMD or does not get the MALU\_ATTENTION signal across the ciscoBus).

**Recommended Action** First, make sure that the daughter card is properly seated in its Multibus and ciscoBus connectors. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, daughter controller %d failed %s test - interface disabled

**Explanation** A hardware component failed an internal diagnostic test. Test output and descriptions of ranges follow: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller, or in the Cisco 7000, a slot number. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. failed [chars] test ([chars]= memd read, memd write):If the failed test was memd read, the processor was able to write to shared ciscoBus buffer memory from the ciscoBus registers, but was unable to read back that memory through special commands to the daughter card. If the failed test was memd write, writes to the memory device through the daughter card were not verified successfully with reads through the ciscoBus controller. The daughter card under test responds successfully to some commands (otherwise the software would have received a DAUGHTER\_NO\_RSP message), but its memory device tests failed. The daughter card must be able to write to some memory device addresses; otherwise, it cannot respond to any commands.

**Recommended Action** First check that the daughter controller card is properly seated in its Multibus and ciscoBus connectors. Next, swap daughter cards and check whether the error follows the daughter card or the slot. If the message recurs, call your technical support representative for assistance.

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, failed %s test - interface disabled

**Explanation** A hardware component failed an internal diagnostic test.

**Recommended Action** Check switch settings on the interface cards. Check for proper unit numbers. Reset the cards. Replace the malfunctioning device.

**Error Message** %CBUS-3-UNKENC: Interface %s, unknown encaps type %x

**Explanation** A packet was received from the CIP with an unknown encapsulation type. The packet will be dropped.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-UNKNOWN: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CBUS-4

**Error Message** %CBUS-4-CTRBADLOVE2: Interface %s, Unexpected SRB\_COMPLETE lovenote, command=0x%04x, result=0x%04x

**Explanation** The system received an unsolicited message from the Token Ring interface. The system ignored the message and continued normal processing.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-4-FIXBADTXVC: Detected and fixed bad tx vc encaps on %s, bad vc %d, fixed vc %d

**Explanation** A transmit packet on a channelized serial interface does not have the vc number encapsulation

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-4-NOCOKIE: %s-%d controller missing configuration data - disabled

**Explanation** The controller type was derived from a hardware probe. The controller number indicates the ciscoBus relative slot number. This is a hardware error

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-4-RSETFAIL: Interface %s failed to reset properly in %s, code %x

**Explanation** An interface reset command failed. This may be a software or hardware problem.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-4-UNAVAILABLE: %s-%d controller missing configuration data - disabled

**Explanation** The controller type was derived from a hardware probe. The controller number indicates the ciscoBus relative slot number. This is a hardware error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-4-UNAVAILABLE: Detected and fixed bad tx vc encaps on %s, bad vc %d, fixed vc %d

**Explanation** A transmit packet on a channelized serial interface does not have the vc number encapsulation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-4-UNAVAILABLE: Interface %s failed to reset properly in %s, code %x

**Explanation** An interface reset command failed. This may be a software or hardware problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-4-UNAVAILABLE: Interface %s, Unexpected SRB\_COMPLETE lovenote, command=0x%04x, result=0x%04x

**Explanation** The system received an unsolicited message from the Token Ring interface. The system ignored the message and continued normal processing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CBUS-5

**Error Message** %CBUS-5-SENDIPCMDRECOV: Send Ip Cmd Succeeded after %d retries, CCB 0x%x, slot %d, cmd code %d

**Explanation** Sending an ip command was retried due to receiving queues being full. But after some retries, command was send successfully.

**Recommended Action** Informational only. No action required.

**Error Message** %CBUS-5-UNAVAILABLE: '%s' is not supported on %s

**Explanation** This command is not supported on this FDDI interface.

**Recommended Action** Informational only. No action required.

**Error Message** %CBUS-5-UNAVAILABLE: Interface %s excessive input error rate

**Explanation** Interface disabled because too many input errors occurred.

**Recommended Action** Inspect condition of attached network hardware

**Error Message** %CBUS-5-UNAVAILABLE: Interface %s, setup vc failed with vci exceeding (vc-per-vp - 3) on the last vpi.

**Explanation** The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

**Recommended Action** Avoid try different vci/vpi combinations.

**Error Message** %CBUS-5-UNAVAILABLE: Send Ip Cmd Succeeded after %d retries, CCB 0x%x, slot %d, cmd code %d

**Explanation** Sending an ip command was retried due to receiving queues being full. But after some retries, command was send successfully.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CCE\_DP Messages

This section contains Common Classification Engine Data Plane (CCE\_DP) messages related to the application firewall for HTTP.

### CCE\_DP-4

**Error Message** %CCE\_DP-4-CCE\_DP\_DYNAMIC\_CLASS: Sig:[dec] Content type does not match the specified type - [chars] [chars] from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the content-type-verification application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_ICMP: ICMP Classification Result Invalid

**Explanation** The HTTP message violates the request-method application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_NAMED\_DB: Sig:[dec] Content type not found - [chars] [chars] from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the content-type-verification application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_PACKET\_PATH: Sig:[dec] Content type: [chars] does not match the Accept-Type from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the content-type-verification application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_POLICY: Sig:[dec] HTTP protocol violation detected - [chars] [chars] from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the strict-http application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_TARGET: content-length

**Explanation** The HTTP message violates the content-length application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_TIMERS: Sig:[dec] Content size %lu out of range - [chars] [chars] from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the content-type-verification application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_UDP: UDP Classification Result Invalid

**Explanation** The HTTP message violates the request-method application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_VFR: Fragment classification result invalid

**Explanation** The HTTP message violates the max-uri-len application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_VTCP: Virtual VTCP Classification result invalid

**Explanation** The HTTP message violates the max-hdr-len application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

# CCH323 Messages

**Error Message** %CCH323-2-UNAVAILABLE: %s: E164 address length %d is not supported

**Explanation** Received E164 address with the length that is not supported.

**Recommended Action** Report this immediately to the technical support representative.

**Error Message** %CCH323-2-UNAVAILABLE: Gatekeeper %s requested unregister from Gateway %s

**Explanation** Gatekeeper requested unregister from Gateway

**Recommended Action** Verify whether this is user intended or otherwise report this to the technical support representative.

**Error Message** %CCH323-2-UNAVAILABLE: Gateway %s failed attempt to register with Alternate Gatekeeper %s

**Explanation** Gateway failed attempt to register with Alternate Gatekeeper

**Recommended Action** Report this immediately to the technical support representative.

**Error Message** %CCH323-2-UNAVAILABLE: Gateway %s failed to register with Gatekeeper %s even after %d retries

**Explanation** Gateway failed to register with Gatekeeper

**Recommended Action** Report this immediately to the technical support representative.

**Error Message** %CCH323-2-UNAVAILABLE: Gateway %s unregistered from Gatekeeper %s

**Explanation** Gateway unregistered from the Gatekeeper

**Recommended Action** Verify whether this is user intended or otherwise report this to the technical support representative.

**Error Message** %CCH323-3-UNAVAILABLE: cch323\_store\_call\_history: %s

**Explanation** Insert an active H323 call record into call history list failed

**Recommended Action** No action is required

**Error Message** %CCH323-3-UNAVAILABLE: unknown event %x

**Explanation** Unknwon CCH323 Event

**Recommended Action** No action is required

**Error Message** %CCH323-3-UNAVAILABLE: %s%d

**Explanation** A failure was encountered in setting up the monitoring of H323 resources.

**Recommended Action** Try power cycling the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CCH323-3-UNAVAILABLE: %s: OSS init failure: errno = %d

**Explanation** OSS ASN1 initialization failed

**Recommended Action** This can be catastrophic

**Error Message** %CCH323-3-UNAVAILABLE: %s: call setup failed

**Explanation** The call setup request failed

**Recommended Action** Verify that the remote destination identified by the IP address is reachable

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot allocate call control block

**Explanation** Allocation of the CCH323 call control block failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot allocate call info data structure

**Explanation** Allocation of the CCH323 call info structure failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This call will be terminated due to lack of resource

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot allocate gateway structure

**Explanation** Allocation of the CCH323 gateway instance failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot allocate message buffer

**Explanation** Allocation of the CCH323 message buffer failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot create the H.323 ccb Tree

**Explanation** Creation of the H.323 CCB Tree failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot find CCH323 call control block based on callID %d

**Explanation** Cannot find a CCH323 call control block based on the specified callID

**Recommended Action** No action is required. This is an indication that some events happen out of sequence

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot insert control block 0x%x to tree

**Explanation** Insertion of this CCH323 call control block to the RBTree failed. This can be related to a corrupted RBTree

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cc\_api\_call\_disconnected returns %d

**Explanation** An error is returned when CCH323 attempts to call cc\_api\_call\_connected

**Recommended Action** None

**Error Message** %CCH323-3-UNAVAILABLE: %s: cc\_api\_call\_disconnected returns %d

**Explanation** An error is returned when CCH323 attempts to call cc\_api\_call\_disconnected

**Recommended Action** None

**Error Message** %CCH323-3-UNAVAILABLE: %s: create and send event to H.225 state machine failed

**Explanation** create and send event to H.225 state machine failed. This is possibly due to the missing call control block

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: illegal destination %s

**Explanation** The IP address passed from CCAPI in the call setup request is invalid

**Recommended Action** Check the dial-peer configuration for the dial-peer that matches the called party number. Make sure that the session target field contains valid IP address. or DNS name

**Error Message** %CCH323-6-UNAVAILABLE: Gateway %s registered with Gatekeeper %s

**Explanation** Gateway registered with the Gatekeeper

**Recommended Action** no action is required

## CCM Messages

**Error Message** %CCM-5-FMD\_FLOWS\_EXCEEDED: CCM Cache Resource Exceeded. Number of metadata flows exceeded the limit for the platform.

**Explanation** Currently Cat6k support only 10000 metadata flows on the switch for QoS service policies. Subsequent flows added will not be used for QoS classification.

**Recommended Action** Informational only. No action required.

## CDP-3 Messages

**Error Message** %CDP-3-UNAVAILABLE: Chunk\_malloc Failure

**Explanation** chunk malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CDP-4 Messages

**Error Message** %CDP-4-UNAVAILABLE: Native VLAN mismatch discovered on %s (%d), with %s %s (%d).

**Explanation** CDP discovered a mismatch of native-VLAN configuration

**Recommended Action** Configure the interfaces to the same native VLAN.

**Error Message** %CDP-4-UNAVAILABLE: duplex mismatch discovered on %s (%s), with %s %s (%s).

**Explanation** CDP discovered a mismatch of duplex configuration

**Recommended Action** Configure the interfaces to the same duplex (full or half).

## CE3 Messages

### CE3-1

**Error Message** %CE3-1-UNAVAILABLE: %s could not be disabled by %s

**Explanation** The shutdown failed to disable the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: %s could not be enabled by %s

**Explanation** The restart failed to enable the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: %s could not be reset by %s

**Explanation** The restart failed to reset the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: %s init failed at %s

**Explanation** CE3 initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: Failed to configure %d interfaces in bay %d, shutting down bay

**Explanation** The CE3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Replace the CE3 port adapter.

**Error Message** %CE3-1-UNAVAILABLE: Found %d interfaces in bay %d, shutting down bay

**Explanation** The CE3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: Microcode to slot %d

**Explanation** Failed to download firmware into the CE3 port adapter.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: Slot %d firmware init (%s)

**Explanation** CE3 firmware initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: Slot %d for microcode download

**Explanation** An error was detected on the communication path between VIP and CE3.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CE3-2

**Error Message** %CE3-2-UNAVAILABLE: %08x %08x %08x %08x

**Explanation** CE3 firmware does not update the software watchdog.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-2-UNAVAILABLE: %s: packet received for unknown VC %d

**Explanation** The virtual channel encapsulation is corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-2-UNAVAILABLE: CE3 F/W crashed: %x - VIP reset

**Explanation** CE3 firmware does not update the software watchdog.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CE3-3

**Error Message** %CE3-3-UNAVAILABLE: %s - Accumulator is not available

**Explanation** An invalid TX accumulator is detected.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: %s

**Explanation** General error information.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: %s: failed to send %s love letter

**Explanation** A love letter was not sent to RSP.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Failed to receive reply %d from bay %d firmware

**Explanation** A message was not received from CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Failed to receive reply %d to %s driver firmware

**Explanation** A port related message was not received from CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Failed to send msg %d to %s driver firmware

**Explanation** A port related message was not sent to CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CE3-3-UNAVAILABLE: Failed to send msg %d to bay %d firmware

**Explanation** A message was not sent to CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Received unexpected mailbox message (id = %d)

**Explanation** Unexpected message from CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (FREEDM)

**Explanation** Failed to detect the hdlc controller on the CE3.

**Recommended Action** Replace the CE3 port adaptor.

**Error Message** %CE3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (PLX9060)

**Explanation** The PLX 9060 was not detected on the CE3.

**Recommended Action** Replace the CE3 port adaptor.

## CERF-2

**Error Message** %CERF-2-UNAVAILABLE: %s

**Explanation** This message is emitted when a cache error has occurred, but an attempt to recover has been aborted

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CES-2

**Error Message** %CES-2-UNAVAILABLE: %s

**Explanation** The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CES-3

**Error Message** %CES-3-UNAVAILABLE: %s

**Explanation** The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CES-4

**Error Message** %CES-4-UNAVAILABLE: %s

**Explanation** The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CERF-3

**Error Message** %CERF-3-UNAVAILABLE: %s

**Explanation** This message is emitted when there has been a full recovery after a cache error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CFC\_LISP Messages

**Error Message** %CFC\_LISP-3-ADJ: Request to %s adjacency %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ADJ\_SEQ: Adjacency %s is still complete after interface shutdown

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ALLOCATEFAIL: Failed to allocate memory for %s

**Explanation** An internal software error occurred. This is probably because not enough memory was available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-BG\_PROCESS: Background process failed to %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-DEPRECATED\_API: Use of a deprecated API %s%s

**Recommended Action** Increase the MTU of the path to the remote RLOC

**Error Message** %CFC\_LISP-3-DEP\_ELEM: Request to %s dependency %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ELIG\_OCE: Failed to %s LISP eligibility oce %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-FREE\_WITH\_DEPS: Request to remove dependency sb on %s with dependents

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-INVALID\_INPUT: Invalid input %s to %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-IPL\_SRC: Failed to %s IPL source %s %s/%u%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ISSU\_NEGO\_ERR: Failed to negotiate %s for XDR client %s, error %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ISSU\_REG\_ERR: Failed to register %s for ISSU client %s (%u) entity %u, error %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ISSU\_XFORM\_ERR: Failed to ISSU transform XDR message %s, error %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-LOCAL\_EID: Failed to %s local EID prefix %s/%u

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_ADJ: Failed to find adjacency for %s %s %s %u

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_FIBIDB: Failed to find fibidb for %s %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_SB: Failed to find subblock for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_TABLE: Failed to find table for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_VIF: Unable to find %svirtual interface %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-PUSH\_CNTR: Failed to %s push counter for %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-REMOTE\_EID: Failed to %s remote EID prefix %s/%u%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-REMOTE\_EID\_PREFIX: Failed to %s remote EID prefix %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-RLOC\_VRF\_IN\_USE: RLOC vrfid %u already in use by top-id %u, cannot assign to top-id %u

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-SBINIT: Error initializing %s subblock data structure. %s

**Explanation** Initialization of the specified subblock data structure couldnot be accomplished.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-SB\_OPERATION\_FAILED: Failed to %s subblock on %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TABLE\_BIND: Error setting %s table %s for top-id %u, iid %u, %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TABLE\_STATE: Error setting state for table %s to top-id %u, iid %u, role %s, %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TERM\_ADJ: Terminal adjacency %s%s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TIMESTAMP\_CTRL\_PKT: Failed to timestamp LISP control packet

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TREE\_OP\_FAIL: Tree %s failed for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-UNABLE\_TO\_IDENTIFY\_TABLE: Unable to identify table for packet from %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-UNKNOWN\_PAYLOAD: Dropping LISP encapsulated packet, unknown payload 0x%08x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-UNKN\_INSTANCE: Unknown instance, unable to find/create virtual interface

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-VIF: Unable to %s virtual interface %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-WALK\_DEP: Walking dependents %s%s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-XDR\_LEN\_ERR: Failed to %s XDR message %s len %u max %u

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-XDR\_REG\_ERR: Failed to register XDR client %s (%u), error %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-5-ADJ\_STACK: Stacking adjacency %s %s%s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-5-BELOW\_MIN\_MTU: Cannot set %s MTU for RLOC %s to %u, %s MTU for %s %s is %u, below minimum MTU %u+%u required for LISP encaps

**Explanation** Unable to set the EID payload MTU for a remote RLOC below the minimal MTU, this will cause the encapsulated packet to be bigger than the MTU of the path to the remote RLOC, and may cause packet loss.

**Recommended Action** Increase the MTU of the path to the remote RLOC

**Error Message** %CFC\_LISP-5-IGNOREICMPMTU: Ignoring received ICMP Type 3 Code 4, %s-%s next hop mtu %u, due to pmtu min or max setting

**Explanation** An ICMP Type 3 Code 4 (fragmentation needed and DF set) packet has been received. This packet has specified a Next-Hop MTU that is smaller or greater than the current minimum or maximum path MTU discovery mtu value. The ICMP packet has been ignored and the MTU has not been changed.

**Recommended Action** If you want the ICMP packet to be accepted and used, use the **ip lisp pmtu min NUMBER max NUMBER** command to decrease the minimum MTU allowed and/or increase the maximum MTU that is allowed.

**Error Message** %CFC\_LISP-5-IGNOREICMPV6MTU: Ignoring received ICMPv6 Type 2, %s-%s next hop mtu %u, due to pmtu min or max setting

**Explanation** An ICMPv6 Type 2 (Packet Too Big) packet has been received. This packet has specified a Next-Hop MTU that is smaller or greater than the current minimum or maximum path MTU discovery mtu value. The ICMP packet has been ignored and the MTU has not been changed.

**Recommended Action** If you want the ICMP packet to be accepted and used, use the **ipv6 lisp pmtu min NUMBER max NUMBER** command to decrease the minimum MTU allowed and/or increase the maximum MTU that is allowed.

## CFC\_STATS Messages

**Error Message** %CFC\_STATS-3-BADSTATSCLIENTSEND: %s: %s 0x%08X/%u expected 0x%08X/%u

**Explanation** Internal error. May result in unpredictable behaviour.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-3-BADSTATSPULL: %s: %s

**Explanation** Internal error. May result in unpredictable behaviour.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-3-STATSNOMEM: CFC Stats failed to allocate memory during %s creation.

**Explanation** Allocation of memory by the XDR subsystem failed. This may result in an unpredictable behavior of XDR

**Recommended Action** Make sure that there is enough memory for the operations being performed by your machine. Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-3-TESTSTATSCLIENT\_DECODE: XDR test stats %s saw error (%s).

**Explanation** The XDR statistics test client has an internal error. This only affects internal test infrastructure and so should not have any effect on normal system operation

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-3-TESTSTATSCLIENT\_UNEXPECTED\_EVENT: Selftest failure: unexpected event (%x, %x) during wait for update

**Explanation** The XDR statistics infrastructure has experienced a self test failure. This should only occur when a self test is running and a failure is detected. It does not directly imply a problem with normal operation.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-BADSTATSCLIENTRECEIVE: context %u, length %u from %s

**Explanation** The XDR statistics infrastructure received a message it could not decode from a peer. This has no harmful effects but might be a evidence of a more serious problem.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-STATSCLIENTADDMCASTGRPFAIL: Stats client %s failed to add linecards %s

**Explanation** The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the RP.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-STATSCLIENT\_REGISTRATION: Unable to register XDR client %s client due to %s

**Explanation** The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the RP.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-STATSUNEXPECTEDEVENT: %s

**Explanation** The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the RP.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-STATSUNEXPECTEDNEWMCASTGRP: Add req for %s but already sending stats to %s

**Explanation** The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the RP.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

## CFGMGR Messages

This section contains Configuration Manager (CFGMGR) messages.

### CFGMGR-1

**Error Message** %CFGMGR-1-UNABLE\_TO\_SEND\_RUN\_CFG: unable to send running-cfg, bits: [hex], retrying...

**Explanation** The system is attempting to push the running configuration to the slaves.

**Recommended Action** No action is required.

**Error Message** %CFGMGR-1-UNABLE\_TO\_SEND\_STARTUP\_CFG: unable to send startup-cfg, bits: [hex], retrying...

**Explanation** The system is attempting to push the startup configuration to the slaves.

**Recommended Action** No action is required.

## CFGMGR-3

**Error Message** %CFGMGR-3-ERROR\_APPLYING\_STARTUP\_CFG: Error Applying Startup Config to Running Config

**Explanation** The system encountered an error while automatically applying the startup configuration to the running configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CFGMGR-4

**Error Message** %CFGMGR-4-SLAVE\_WRITING\_STARTUP\_CFG: only master can do that

**Explanation** An attempt to write to the startup configuration was made on a slave, but is allowed only on the master.

**Recommended Action** No action is required.

## CFGMGR-6

**Error Message** %CFGMGR-6-APPLYING\_RUNNING\_CFG: as new master

**Explanation** The new master is applying a backed-up running configuration.

**Recommended Action** No action is required.

**Error Message** %CFGMGR-6-SPURIOUS\_SLAVE\_ADD: CFG MGR Recvd Spurious New Slave Notification: [int]

**Explanation** Configuration Manager was notified about a slave that it already knows about.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFGMR-6-UNABLE\_TO\_NVGEN\_BUSY\_RUNNING\_CFG: config file busy, retrying...

**Explanation** The master is temporarily unable to complete the nonvolatile generation process (NVGEN) to construct the running configuration.

**Recommended Action** No action is required.

**Error Message** %CFGMR-6-UNABLE\_TO\_NVGEN\_RUNNING\_CFG: config file too large...

**Explanation** The master is unable to complete the nonvolatile generation process (NVGEN) to construct the running configuration because the configuration file is too large.

**Recommended Action** Remove some configuration commands.

## CGC-0

**Error Message** %CGC-0-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-1

**Error Message** %CGC-1-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-2

**Error Message** %CGC-2-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-3

**Error Message** %CGC-3-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-4

**Error Message** %CGC-4-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-5

**Error Message** %CGC-5-UNAVAILABLE: %s

**Explanation** Normal but significant conditions

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-7

**Error Message** %CGC-7-UNAVAILABLE: Assertion Failure ( %s @%s:%d ) : %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CHAT-3

**Error Message** %CHAT-3-UNAVAILABLE: %t in use, can't run startup script

**Explanation** When the startup script attempted to run, it found another process had Already been started on the line

**Recommended Action** Remove startup script from line configuration if it's inappropriate. Report to cisco.

## CFIB Messages

This section contains Constellation Forwarding Information Base (CFIB) messages.

### CFIB-3

**Error Message** %CFIB-3-CFIB\_UNEXPECTED\_OCE\_CHAIN: Unexpected oce length  
obj : **Unrecognized format** ' %p' type: [dec]

**Explanation** The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CFIB-3-REQ\_VPN\_MAPPER\_IPV4\_FAIL: CFIB vpn mapper request fails for  
ipv4 appid [chars]

**Explanation** All vpn ids for ipv4 app are used

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CFIB-3-REQ\_VPN\_MAPPER\_IPV6\_FAIL: CFIB vpn mapper request fails for ipv6 appid in [chars]

**Explanation** All vpn ids for ipv6 app are used.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CFIB-7

**Error Message** %CFIB-7-CFIB\_ADJBASE: Failed to free adjacency base from hash table (entry not found)

**Explanation** An error has occurred while attempting to free an adjacency from a hash table. This condition might be caused by an inconsistent use of hash key during creation of the adjacency hash table. This condition might cause a memory leak

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. To check memory usage over time, enter the **show process memory** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFIB-7-CFIB\_EXCEPTION: FIB TCAM exception, Some entries will be software switched

**Explanation** Because there are no free memory blocks in the FIB TCAM, some switching will be done in software rather than hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFIB-7-END\_CFIB\_EXCEPTION: FIB TCAM exception cleared, all CEF entries will be hardware switched

**Explanation** Because free memory blocks have become available in the FIB TCAM, switching will be done in hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CFIB\_TUNNEL\_RP Messages

This section contains Constellation Forwarding Information Base (CFIB) messages.

### CFIB\_TUNNEL\_RP-4

**Error Message** %CFIB\_TUNNEL\_RP-4-TUN\_RECIR\_FORCED: The current configuration of hardware and software requires MPLS tunnel recirculation to be enabled. 'mls mpls tunnel-recir' has been added to the running configuration

**Explanation** When the chassis contains a SIP-600 line card, and VRF forwarding is configured on a tunnel interface, MPLS tunnel recirculation must be enabled to prevent the creation of corrupted packets from EARL. The **mls mpls tunnel-recir** command has been added to the running configuration automatically.

**Recommended Action** No action is required.

# CFM\_CONST Messages

This section contains Connectivity Fault Management (CFM) messages.

## CFM\_CONST-3

**Error Message** %CFM\_CONST-3-AEB\_ON\_EC\_UNSUPPORTED: CFM AEB mode is unsupported on etherchannels. Cannot set CFM AEB mode

**Explanation** CFM AEB mode is unsupported on etherchannels.

**Recommended Action** Set CFM AEB mode only on physical (unbundled) ports.

**Error Message** %CFM\_CONST-3-CFM\_ON\_SUPERVISOR\_PORTS\_DISABLED: CFM is enabled system wide except it's disabled on supervisor ports due to spanning tree configuration.

**Explanation** Unable to program all port ASIC MAC match registers on supervisor ports for CFM due to hardware limitations on these ports. Continued with enabling CFM system-wide to allow coexistence with other protocols such such as PVST.

**Recommended Action** System has handled this by disabling CFM on all supervisor ports. If this is unacceptable configure STP mode to MST and re-enable CFM or disable CFM completely.

**Error Message** %CFM\_CONST-3-CFM\_ON\_SUPERVISOR\_PORTS\_DISALLOWED: CFM is enabled system wide except on supervisor ports due to spanning tree configuration.

**Explanation** Unable to program all port ASIC MAC match registers on supervisor ports for CFM due to hardware limitations on these ports. Continued with enabling CFM system-wide to allow coexistence with other protocols such such as PVST.

**Recommended Action** Administrator action may be required. Ensure no CFM traffic is presented to any supervisor ports via configuration. If not possible configure STP mode to MST and re-enable CFM or disable CFM completely

**Error Message** %CFM\_CONST-3-MAC\_OPERATIONALLY\_ERROR: The set MAC operationally action on interface [chars] has encountered an error.

**Explanation** The set MAC operationally action failed and ended abnormally.

**Recommended Action** No action is required.

**Error Message** %CFM\_CONST-3-MATCH\_REG\_GLOBAL\_RESERVE\_FAILED: Unable to program port ASIC MAC match register on one or more slots. Cannot run CFM

**Explanation** The Content Flow Monitor (CFM) attempted to reserve and program the port ASIC MAC match registers, but there are insufficient match registers available. CFM cannot be run.

**Recommended Action** To free MAC match registers, disable protocols that use the MAC match register. Protocols using port ASIC match registers can be viewed with the **remote command switch show platform mrm info** command.

**Error Message** %CFM\_CONST-3-MATCH\_REG\_RESERVE\_FAILED: Unable to reserve port ASIC MAC match register on slot [dec]. Cannot run CFM

**Explanation** CFM attempted to reserve a port ASIC MAC match register for the slot indicated and there is no register available. CFM cannot be run without support from all line cards.

**Recommended Action** To free MAC match registers, disable protocols that use the MAC match register. Protocols using port ASIC match registers can be viewed with the **remote command switch show platform mrm info** command.

**Error Message** %CFM\_CONST-3-MATCH\_REG\_RESERVE\_ON\_SUPERVISOR\_FAILED: Unable to program port ASIC MAC match register on supervisor slot [dec]. Cannot run CFM on supervisor ports

**Explanation** CFM attempted to reserve a port ASIC MAC match register for the indicated supervisors' slot and there is no register available. CFM cannot run on supervisors ports.

**Recommended Action** Protocols that use the MAC match register must be disabled to free MAC match registers. Protocols using port ASIC match registers can be viewed with **remote command switch show platform mrm info**.

**Error Message** %CFM\_CONST-3-MST\_SIMULATE\_PVST\_PLAT\_ENABLED\_FAILED: Unable to enable CFM when spanning tree mode is MST and PVST simulation is enabled on the platform

**Explanation** CFM does not work along with MST plus PVST simulation.

**Recommended Action** Disable PVST simulation on the platform.

**Error Message** %CFM\_CONST-3-STP\_MODE\_CHANGE\_NOT\_ALLOWED: Unable to change STP mode while CFM is enabled

**Explanation** STP modes PVST and rapid PVST are not compatible with CFM due to hardware limitations.

**Recommended Action** Either configure STP mode MST or disable CFM.

## CFM\_CONST-6

**Error Message** %CFM\_CONST-6-CFM\_ON\_SUPERVISOR\_PORTS\_ENABLED: CFM is enabled on supervisor ports also due to spanning tree mode change to mst configuration.

**Explanation** Able to program all port ASIC MAC match registers on supervisor ports for CFM due to spanning tree mode change to mst configuration.

**Recommended Action** No action is required.

**Error Message** %CFM\_CONST-6-MAC\_OPERATIONALLY: Interface [chars] is MAC operationally [chars].

**Explanation** The specified interface is MAC operationally up or down.

**Recommended Action** No action is required.

## CH-1 Messages

**Error Message** %CH-1-RM\_STATE: \_state\_ attribute still available

**Explanation** The \_state\_ attribute was still available in CH db re\_auth recand it should have been removed by now as part of the re\_auth process.

**Recommended Action** No action required.

## CHARLOTTE Messages

This section contains Dual OC-3 PoS port adapter (CHARLOTTE) messages.

### CHARLOTTE-1

**Error Message** %CHARLOTTE-1-INITFAIL: Failed to initialize port [dec].

**Explanation** The dual OC-3 PoS port adapter failed to complete IDB initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHARLOTTE-1-PCIINITFAIL: PCI initialization failed.

**Explanation** The dual OC-3 PoS port adapter failed to complete hardware initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CHARLOTTE-3

**Error Message** %CHARLOTTE-3-INVALIDPCI: Device reported [hex]

**Explanation** The dual OC-3 PoS port adapter hardware failed. The PCI device has an invalid ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHARLOTTE-3-UNSUPPORTED: [chars]

**Explanation** The dual OC-3 PoS port adapter hardware is not supported on the specified platform.

**Recommended Action** Upgrade your system so that it supports the dual OC-3 PoS port adapter.

# CHKPT Messages

This section contains checkpointing (CHKPT) messages.

## CHKPT-3

**Error Message** %CHKPT-3-INVALID\_CALLBACK\_ARG: Attempt to add a checkpointing client with an invalid [chars] argument

**Explanation** An invalid argument was supplied to an internal application program interface (API). As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-ISSU\_MSG\_NOT\_COMPATIBLE: Checkpointing message type not compatible

**Explanation** An error was detected when verifying the checkpointing message type compatibility between checkpointing client peers. As a result, the system state between one or more checkpointing clients might not be properly synchronized. This failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-ISSU\_NEGO\_FAILED: Checkpointing Facility failed to start ISSU negotiation with the peer ([chars])

**Explanation** The checkpointing facility was unable to start the ISSU negotiation successfully. The failure to start negotiation is a fatal error condition and is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-ISSU\_RCV\_TRANSFORM\_FAILED: Checkpointing receive message header transformaton failed ([chars])

**Explanation** An error was detected while performing a receive-level transformation on a checkpointing message. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-ISSU\_XMIT\_TRANSFORM\_FAILED: Checkpointing transmit message header transformaton failed ([chars])

**Explanation** An error was detected while performing a transmit-level transformation on a checkpointing message. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-RMI\_CALLBACK: Checkpointing Facility encountered an error while processing a callback from the Resource Manager (RMI), [chars]

**Explanation** The checkpointing facility registers with the Resource Manager (RMI) to receive status notifications about resources (such as IPC) and uses them to throttle the sending of messages to the peer. The checkpointing facility encountered an error while processing a callback from RMI. This error is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-RMI\_FAILED: Checkpointing Facility failed to register with the Resource Manager (RMI), [chars]

**Explanation** The checkpointing facility registers with the Resource Manager (RMI) to get status notifications about resources (such as IPC) and uses them to throttle the sending of messages to the peer. The checkpointing facility was unable to register itself with RMI and cannot throttle the sending of any messages. The system may still operate normally. This error is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-SYSMGR\_LOOKUP: Failed to get process Job ID from SysMgr

**Explanation** The checkpointing facility was unable to get a job ID for an ION (run-time Modular IOS) process from the System Manager. The job ID lookup is done when any ION checkpointing facility client first registers itself with the checkpoint facility. The error does not affect the checkpointing capabilities of the system. The job ID is used by the reset manager for tracking process restarts.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-TRANSFORMFAILED: Checkpointing msg header transform failed ([dec])

**Explanation** A transform error related to check pointing occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-TRANSMIT\_FAILED: Checkpointing message transmission failure ([chars])

**Explanation** An error was detected when transmitting a checkpointing message between checkpointing client peers. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The failure is probably caused by a software error. The message output identifies the type of error that occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

## CHKPT-4

**Error Message** %CHKPT-4-GET\_BUFFER: Checkpointing ISSU session ([dec]) failed to get buffer

**Explanation** The checkpointing ISSU session failed to get a buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-4-INIT: Checkpoint [chars] initialization failed in RF state ([chars])

**Explanation** The checkpointing standby initialization failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-4-INVALID\_STATE: Checkpoint State ([dec]) is invalid

**Explanation** The checkpointing state is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-4-MSG\_SEND: Checkpointing ISSU session ([dec]) failed to send message

**Explanation** The checkpointing ISSU session failed to send a negotiate message to the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-4-NOCLIENT: CF client is NULL, ([chars])

**Explanation** The checkpointing facility cannot send the message because the client is NULL.

**Recommended Action** This is a warning message; no action is required.

**Error Message** %CHKPT-4-NOIPCPORT: IPC port is NULL, ([chars])

**Explanation** The checkpointing facility cannot send the message because the IPC port information is NULL.

**Recommended Action** This is a warning message; no action is required.

**Error Message** %CHKPT-4-NOMESSAGE: Message is NULL, ([chars])

**Explanation** The checkpointing facility cannot send the message because the message is NULL.

**Recommended Action** This is a warning message; no action is required.

# CHOPIN Messages

This section contains Versatile Interface Processor (VIP) multichannel port adapter messages.

## CHOPIN-1

**Error Message** %CHOPIN-1-CONFIGURE: Fail to configure %d interfaces on bay %d, shutting down bay

**Explanation** Cannot configure some interfaces on board

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-DISCOVER: only found %d interfaces on bay %d, shutting down bay

**Explanation** Mismatched type or CHOPIN hardware failure

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-DWNLDCKSM: Failed for bay %d, sent = 0x%x, received = 0x%x

**Explanation** The download of the internal firmware to the CHOPIN failed to checksum correctly. This usually indicates a hardware failure

**Recommended Action** Perform a power cycle. If the problem persists, the CHOPIN hardware may have a problem.

**Error Message** %CHOPIN-1-DWNLDFAIL: Download failed

**Explanation** Microcode download to CHOPIN port adapter failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-INITFAIL: Slot %d: %s

**Explanation** The PRI port adaptor failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-NOTCMPLT: Microcode download failed to complete

**Explanation** The CHOPIN hardware has failed. It could not download its operational microcode.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-NOTREADY: Not ready for download.

**Explanation** Error on the communication path between DRIVER and CHOPIN

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-STARTFAIL: %s channel not enabled;called from function %s

**Explanation** A software or hardware error occurred. The CHOPIN serial interface is not responding to commands used to initialize it.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-STOPFAIL: %s channel not disabled

**Explanation** The PRI port adaptor failed to respond to a request to disable an interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: %s channel not disabled

**Explanation** The PRI port adaptor failed to respond to a request to disable an interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: %s channel not enabled;called from function %s

**Explanation** A software or hardware error occurred. The CHOPIN serial interface is not responding to commands used to initialize it.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Download failed

**Explanation** Microcode download to CHOPIN port adapter failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Fail to configure %d interfaces on bay %d, shutting down bay

**Explanation** Cannot configure some interfaces on board

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Failed for bay %d, sent = 0x%x, received = 0x%x

**Explanation** The download of the internal firmware to the CHOPIN failed to checksum correctly. This usually indicates a hardware failure

**Recommended Action** Perform a power cycle. If the problem persists, the CHOPIN hardware may have a problem.

**Error Message** %CHOPIN-1-UNAVAILABLE: Microcode download failed to complete

**Explanation** The CHOPIN hardware has failed. It could not download its operational microcode.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Not ready for download.

**Explanation** Error on the communication path between DRIVER and CHOPIN

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Slot %d: %s

**Explanation** The PRI port adaptor failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHOPIN-1-UNAVAILABLE: only found %d interfaces on bay %d, shutting down bay

**Explanation** Mismatched type or CHOPIN hardware failure

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CHOPIN-2

**Error Message** %CHOPIN-2-CHOPINFWCRASHEDINFO: %#08x %08x %08x %08x

**Explanation** CHOPIN firmware crash info

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-2-POTBADCMD: bad CHOPIN command %d

**Explanation** CHOPIN got an unsupported command

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-2-TXBADVC: [chars], vc [dec]

**Explanation** The VIP multichannel port adapter had a bad transmit VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech** and **show controllers vip slot tech-support** commands and your pertinent troubleshooting logs.

## CHOPIN-3

**Error Message** %CHOPIN-3-BADMSG: Received unexpected mailbox message (id = %d)

**Explanation** CHOPIN mailbox received an unexpected message

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-CMDFAIL: %s Command Failed at %s - line %d, arg %d

**Explanation** CHOPIN command error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-ERROR: %s

**Explanation** CHOPIN general error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-FWFATAL: Bay %d: firmware needs reset due to %s

**Explanation** CHOPIN experienced firmware problems

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-LOVEFAIL: %s: failed to send %s love letter

**Explanation** CHOPIN failed send for a love letter

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-MBOXRECV: Bay %d: fail receiving mbox reply %d

**Explanation** CHOPIN mailbox failed receive

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-MBOXSEND: Bay %d: fail sending mbox msg %d

**Explanation** CHOPIN mailbox failed send

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-MBOXSENDP: Bay %d: fail sending mbox msg %d for port %d

**Explanation** CHOPIN mailbox failed send for a given port

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-MBXREAD: %s has stale msg - mbx0:%lx, mbx1:%lx, mbx2:%lx

**Explanation** The CHOPIN has not responded to a message within a specified time.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-NOTCHOPIN: Device is not FREEDM - Device reported %#x

**Explanation** The CHOPIN hardware failed. A non-CHOPIN device pointed at the software for the CHOPIN serial.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-NOTPLX: Device is not PLX 9060 - Device reported %#x

**Explanation** Wrong device reported on CHOPIN

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-OWNERR: serial (%d), Buffer ownership error, pak=0x%x

**Explanation** Internal buffer ownership error on CHOPIN

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-PANIC: Exception %d, trace %d

**Explanation** The CHOPIN firmware detected an illegal or unexpected CPU exception or condition. This may be caused by a software error or by a hardware failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-TOOSMALL: %s - packet was less than two bytes

**Explanation** A packet that is too small ( (%i:%d) not found.

**Explanation** The CBAC code was searching its database for information for a particular inspection session, but this information was not found.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %CHOPIN-3-UNAVAILABLE: %s - packet was less than two bytes

**Explanation** A packet that is too small (lsp %#x

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CI Messages

This section contains chassis interface (CI) messages and temperature alarms.

## CI-0

**Error Message** %CI-0-SHUT\_LC\_CRITICALTEMP: Line cards shutdown as critical temperature exceeded [chars]

**Explanation** The chassis temperature has exceeded a critical threshold and line cards have been shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-0-SHUT\_LC\_FANFAIL: Line cards are being shut on fan failure

**Explanation** The chassis fan tray failure timer has expired and line cards have been shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-0-SHUT\_LC\_FANGONE: Line cards are being shut as fan tray is missing

**Explanation** The chassis fan missing timer has expired and line cards have been shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CI-1

**Error Message** %CI-1-CHASSISFAULTYSENSOR: Alarm: Chassis temperature sensor is faulty

**Explanation** This error indicates that the chassis temperature sensor is faulty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-1-CHASSISTEMPCRITICAL: Chassi temperature CRITICAL limit exceeded

**Explanation** The system chassis temperature critical limit has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-1-CRITICALTEMP\_LC\_SHUT: Alarm: [chars], [chars], [chars], [chars], [chars]

**Explanation** This error indicates that line cards have been shut down due to the core temperature exceeding the critical threshold.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-1-FAN\_FAILURE\_LC\_SHUT: Alarm: [chars], [chars], [chars], [chars], [chars]

**Explanation** This error indicates that line cards have been shut down due to total fan failure or a missing fan tray.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CI-3

**Error Message** %CI-3-CHASSISTEMPLow: Chassis temperature too low

**Explanation** The system chassis temperature is below -15 degrees Celsius.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-3-CHASSISTEMPMajor: Chassis temperature major limit exceeded

**Explanation** The system chassis temperature major limit has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-3-CHASSISTEMPMINOR: Chassis temperature minor limit exceeded

**Explanation** The system chassis temperature minor limit has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-3-MIB\_ALM\_SUBMIT: MIB alarm: [chars], [chars], [chars], [chars], [chars]

**Explanation** An alarm message is contained in the MIB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-3-PS\_FAIL: Power supply module [dec] failure

**Explanation** The specified power supply module has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CI-4

**Error Message** %CI-4-MULTIPLE\_FAN\_FAILURE: [chars] [dec] [chars]  
[chars]

**Explanation** When two or more of the fans in the chassis fan tray have failed or the fan tray is missing, the line cards will be powered down after the user-configured timer interval. This warning message is generated one minute after the fans have failed or the fan tray is detected to be missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CI-6

**Error Message** %CI-6-CHASSIS\_SHUTDOWN: Chassis shutdown. Card/subcard not powered up

**Explanation** The chassis is shut down. Line cards will not be powered up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-6-FANOK: Fan tray module OK

**Explanation** The chassis fan tray is operating normally.

**Recommended Action** No action is required.

**Error Message** %CI-6-LINECARD\_SHUTDOWN: [chars]

**Explanation** When two or more of the fans in the chassis fan tray have failed or the fan tray is missing, the line cards will be powered down after a user configured timer interval. This message is generated before shutting down line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-6-PS\_MISSING: Power supply module [dec] missing

**Explanation** The specified power supply module is not present in the system

**Recommended Action** No action is required.

**Error Message** %CI-6-PSNORMAL: Power supply [int] normal

**Explanation** A failed power supply is working normally now.

**Recommended Action** If the situation does not correspond with a normal operation of the system's power supplies, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-6-PS\_OK: Power supply module [dec] OK

**Explanation** The specified power supply module is operating normally.

**Recommended Action** No action is required.

**Error Message** %CI-6-PS\_PRESENT: Power supply module [dec] present

**Explanation** The specified power supply module is present in the system .

**Recommended Action** No action is required.

# CLNS Messages

This section contains OSI Connectionless Network Service messages.

## CLNS-3

**Error Message** %CLNS-3-UNAVAILABLE: %s: L%d LSP %s database checksum error, restarting

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: L%d LSP %s size %d bigger than interface %s MTU %d, LSP dropped

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: L%d LSP filled to capacity %s

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: LSPix %s %d head %#x doesn't match first prev %#x

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: LSPix entry %d mismatch with LSP %#x, LSP %s is %d, entry %d

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: LSPix entry %d should be null, is %#x

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: Schedule L%d LSP to set overload bit

**Explanation** The LSP was filled to capacity and after applying any lsp-full suppress options, we still can't recover out of it. So we are going to set overload bit on the LSP

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: non-null %s pointer %#x on freed LSP, index %d

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: Checkpoint initialization error (%s)

**Explanation** An unrecoverable error occurred during initialization of the checkpoint client.

**Recommended Action** At the current time there is no work around. If the error message continues to occur, report the problem to the TAC.

**Error Message** %CLNS-3-UNAVAILABLE: Checkpoint send error (%s)

**Explanation** An unrecoverable error occurred following a request to checkpoint a new or changed adjacency or LSP.

**Recommended Action** At the current time there is no work around. If the error message continues to occur, report the problem to the TAC.

**Error Message** %CLNS-3-UNAVAILABLE: Checkpointed ADJ circuit id mismatch for %s (%d/%d)

**Explanation** A checkpoint message for an ISIS adjacency was dropped by the standby RP because the circuit id interface does not match the circuit ID reported by the active RP.

**Recommended Action** At the current time there is no work around. The circuit id problem should disappear following the next switchover.

**Error Message** %CLNS-3-UNAVAILABLE: ISIS bulk sync failed to complete

**Explanation** The bulk sync of ISIS adjacency and LSP data from the active to the standby RP failed to complete successfully. Any attempt by ISIS to perform a non-stop forwarding restart may be incomplete. (Note that ISIS should still converge correctly.)

**Recommended Action** At the current time there is no work around. The adjacency and LSP databases should still sync up between the active and standby RPs, following completion of the bulk sync. If they do not, report the output from 'show isis nsf', 'show clns neighbor', and 'show isis database' on both RPs and contact the TAC.

**Error Message** %CLNS-3-UNAVAILABLE: ISIS: Bad if number, pdb %x, idb %x, if %x

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP). An inconsistency was detected in an internal data structure related to tracking protocol/interface state, possibly related to enable/disable of the protocol on an interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: ISIS: LSP list traversal incomplete (%s)

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: ISIS: entry already threaded, prev %#x, next %#x, index %d, ver %d

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: Interface %s cannot be encoded for nsf cisco

**Explanation** Adjacency and LSP information learned from this interface cannot be checkpointed due to an interface encoding error.

**Recommended Action** Please verify that this interface type is supported for NSF in this release. If so, report the problem to the TAC.

**Error Message** %CLNS-3-UNAVAILABLE: Invalid NSAP type in ES table: %x for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CLNS-4

**Error Message** %CLNS-4-UNAVAILABLE: %s Invalid interface clns MTU %d

**Explanation** This message occurs if the interface MTU becomes unusable while ISIS is running on the interface. This condition maybe temporary and recoverable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-4-UNAVAILABLE: %s%s: attempt to exceed LSP maximum sequence number for LSP %s

**Explanation** Attempt was made to exceed maximum sequence number for an LSP.

**Recommended Action** Protocol will shutdown for max-lsp-lifetime + 1 minute. This is a very unlikely natural occurrence. Investigate to find the source of any out of order reception, generation, or incrementing of this LSP's sequence number.

**Error Message** %CLNS-4-UNAVAILABLE: %s: %s authentication failed

**Explanation** An ISIS packet(IIH, CSNP, PSNP or LSP) was received and did not pass authentication check.

**Recommended Action** If the error persists, check the originating router for matching authentication mode and password.

**Error Message** %CLNS-4-UNAVAILABLE: %s: Bad L%d LSP %s checksum %04x received on %s, length %d, should be %04x, bad count %d

**Explanation** A link-state packet (LSP) was received for either Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP), which failed an internal data checksum, but which passed the data-link checksum. The interface on which the LSP was received is indicated,

along with the total count of checksum errors received, the LSP ID, and the level of the failing LSP. This message usually indicates data corruption occurring on a link, but might also indicate data corruption in a neighboring router's memory.

**Recommended Action** If the error is in a neighboring router's memory, the problem will correct itself within 15 minutes. That router will detect its internal error and regenerate the corrupted data. This case is usually indicated by a single LSP ID appearing repeatedly in these messages. The same LSP ID might appear in this message on other routers as well. If data-link corruption has caused the error, check the link for errors and deal with them appropriately. This case is usually indicated by a number of different LSP IDs appearing in these messages.

**Error Message** %CLNS-4-UNAVAILABLE: %s: possible duplicate system ID %s detected

**Explanation** This is a configuration error.

**Recommended Action** One of the duplicate IDs needs to be corrected.

**Error Message** %CLNS-4-UNAVAILABLE: Encapsulation failed, dst= %s

**Explanation** This message can occur when an interface is down and a static neighbor entry exists in the system's CLNS routing table. If this is not the case, the message indicates an internal software error.

**Recommended Action** Check the interface. If the interface is not down and no static neighbor entry exists for that interface, call your technical support representative for assistance.

**Error Message** %CLNS-4-UNAVAILABLE: ISIS: Inconsistent ip prefix and mask(%i%#m) in ISIS LSP: pdb=%s, level=%d, lspid=%s. The route wasn't added into RIB.

**Explanation** The system received a link-state packet (LSP) which contained a bad IP prefix TLV (type length value). The mask corresponding with the address was incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-4-UNAVAILABLE: Invalid NSAP type in IS table: %x %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-4-UNAVAILABLE: Redirect found for non-route entry, dst= %s, next-hop= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-4-UNAVAILABLE: Too many IS-IS areas--can't route to area %s

**Explanation** Intermediate System-to-Intermediate system (IS-IS) allows only three area addresses per area. Multiple routers with at least one area address in common merge all of their configured area addresses into a single set. If the resulting set includes more than three area addresses, this message appears and indicates that there will be a loss of connectivity to the specified area.

**Recommended Action** Reconfigure the network so that the area has fewer area addresses, or split the area into multiple areas.

## CLNS-5

**Error Message** %CLNS-5-UNAVAILABLE: %s%s: All %sadjacencies cleared

**Explanation** All Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) adjacencies of the specified type have been cleared. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message appears as a normal side effect of appropriate console or configuration commands.

**Error Message** %CLNS-5-UNAVAILABLE: %s: %scast address in use on %s

**Explanation** A NetWare Link Services Protocol (NLSP) adjacency with a neighboring router has either come up or gone down. The message describes whether the NLSP multicast address is in use for future updates sent on the LAN. This message appears only if the **log-adjacency-changes** command is configured for the NLSP process.

**Recommended Action** This message is primarily informational and appears normally as routers and links go up or down.

**Error Message** %CLNS-5-UNAVAILABLE: %s: Adjacency to %s (%s) %s, %s

**Explanation** An Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) adjacency with a neighboring router has either come up or gone down. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message** %CLNS-5-UNAVAILABLE: %s: MPLS TE Forwarding Adjacency to %s (%s) %s, %s

**Explanation** A Multiprotocol Label Switching forwarding adjacency associated with the Intermediate System-to-Intermediate System (ISIS) routing protocol has either come up or gone down. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message** %CLNS-5-UNAVAILABLE: ISIS NSF cancelled - 'nsf interval' expiration pending

**Explanation** ISIS cancelled the NSF restart since either the active or standby RP had not been up long enough. In Cisco mode, the active RP must signal that it has been up for a minimum of 'nsf interval' seconds. For IETF mode, the standby RP must be up for a minimum of 'nsf interval' seconds.

**Recommended Action** Review the setting of the 'nsf interval' command

**Error Message** %CLNS-5-UNAVAILABLE: ISIS NSF cancelled - ISSU negotiation failed for NSF CISCO

**Explanation** ISIS cancelled the NSF restart since ISSU negotiation failed in Cisco mode.

**Recommended Action** Review the output of 'show issu negotiated version' command

**Error Message** %CLNS-5-UNAVAILABLE: ISIS NSF completion

**Explanation** ISIS performed an NSF restart

**Recommended Action** This informational message appears as a normal side effect of a restart performed while NSF is enabled.

## CLNS-7

**Error Message** %CLNS-7-UNAVAILABLE: %s: %08x %08x %08x %08x %08x %08x

**Explanation** Internal use only

**Recommended Action** Should not be seen in the field

**Error Message** %CLNS-7-UNAVAILABLE: Debug: %s

**Explanation** Debug information.

**Recommended Action** No action required

## CLOCK-3

**Error Message** %CLOCK-3-UNAVAILABLE: Hardware Calendar (RTC) Error.

**Explanation** The hardware calendar contains an invalid date. The accepted range is from 1993 to 2035.

**Recommended Action** To correct the invalid date, use the **calendar set** command and the **clock read-calendar** command.

## CLOCKSW-3

**Error Message** %CLOCKSW-3-UNAVAILABLE: %s: bogus plimtype 0x%x

**Explanation** This indicates an internal error in the IDB. This interface can not be selected as a network clocking source.

**Recommended Action** Select another interface as the network clocking source.

**Error Message** %CLOCKSW-3-UNAVAILABLE: All selected network clock sources have failed

**Explanation** All of the configured network clocking sources have failed.

**Recommended Action** Restore proper operation to one or more of the selected interfaces

**Error Message** %CLOCKSW-3-UNAVAILABLE: Network clock source %s, priority %d, failure

**Explanation** Specified network clocking source has failed.

**Recommended Action** Restore proper operation of the selected interface

## CLOCKSW-6

**Error Message** %CLOCKSW-6-UNAVAILABLE: Bypassing FC-PFQ PLL

**Explanation** The FC-PFQ clock is non-operational, bypassing

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CLOCKSW-6-UNAVAILABLE: Network clock source %s, priority %d, ok

**Explanation** Specified network clocking source is operational.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CLOCKSW-6-UNAVAILABLE: Switching from %s to %s at priority level %d

**Explanation** The network clock source has changed from one source to another.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CLS-3

**Error Message** %CLS-3-UNAVAILABLE: %s

**Explanation** A software error detected while manipulating CLSIMsg objects.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLS-3-UNAVAILABLE: CLS: Assertion failed: %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLS-3-UNAVAILABLE: Unknown CLS verb for %s context, DlcOpcodeT=%04x

**Explanation** A bad opcode was generated by the DLC for the STN or CEP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CLSDR-3

**Error Message** %CLSDR-3-UNAVAILABLE: %s couldn't get a message

**Explanation** The destination logical unit (DLU) could not send a correct message to Cisco Link Services I (CLSI) because the message was formed incorrectly. CLSI will not perform the desired action.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: %s failed error 0x%x

**Explanation** An error was returned from Cisco Link Services I (CLSI) to the destination logical unit (DLU) because CLSI did not perform the action desired by the DLU.

**Recommended Action** Refer to CLSI software documentation for more information about this error. Report this error to your technical support representative.

**Error Message** %CLSDR-3-UNAVAILABLE: CLSDRIVER not initialized

**Explanation** A CLSDRIVER initialization failed earlier. Trying to use the driver now results in an error condition.

**Recommended Action** Remove and then restore the destination logical unit (DLU) in the configuration file and try and reboot the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Cannot create DLU for this type %d

**Explanation** The CLSDRIVER does not understand the destination logical unit (DLU) type. Currently, only STUN uses the CLSDRIVER. Any other value results in an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Cannot create PORT structure

**Explanation** The CLSDRIVER cannot enable this port for processing.

**Recommended Action** Try rebooting the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Cannot found cep in free pool

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Incorrect port pointer in USapId

**Explanation** Cisco Link Services I (CLSI) returned an incorrect port pointer in the USapID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: RemoveCep : Cep 0x%x not on list

**Explanation** The destination logical unit (DLU) is trying to remove a nonexistent connection end point from the internal data structure. This creates a problem in the connection end point (CEP) maintenance logic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: RemovePort: port 0x%x not on list

**Explanation** The destination logical unit (DLU) is trying to remove a nonexistent port from the list of active ports because it does not have the correct list of active ports.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Should never be here, cls message type unknown 0x%x

**Explanation** The CLS message type is unknown to the destination logical unit (DLU).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: unable to start the Server process

**Explanation** Could not start the CLSDRIVER process, possibly due to a resource problem. The subsystem using CLSDRIVER does not work.

**Recommended Action** Remove and then restore the destination logical unit (DLU) in the configuration file and try and reboot the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CLUE Messages

This section contains Compact Local Unit Exchange (CLUE) messages.

## CLUE-3

**Error Message** %CLUE-3-CHECKSUM\_ERROR: CLUE record checksum error in record, id [dec], record starting address %#x, new checksum %#x, previous checksum %#x

**Explanation** A Compact Local Unit Exchange (CLUE) record stored in the CLUE memory has a bad checksum and cannot be accessed. The CLUE record was either modified by a CLUE client but not committed or it was modified by memory corruption.

**Recommended Action** Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

**Error Message** %CLUE-3-CLIENT\_REGISTRY\_FULL: Maximum of [dec] CLUE clients registered. Cannot register callback %#x

**Explanation** No more Compact Local Unit Exchange (CLUE) clients can be registered because the client registry for callback service is full. Unregistered CLUE clients will not be informed about CLUE service events such as CLUE service ready status or CLUE record corruptions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-COMMIT\_FAILED: CLUE cannot commit record, id [dec]

**Explanation** The specified CLUE record was not committed in the CLUE storage memory, so the CLUE record cannot be accessed. Either the CLUE record was not allocated by the CLUE client before committing or there was an error in the internal CLUE record index table.

**Recommended Action** The internal CLUE client software will attempt to automatically correct the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-EOR\_CORRUPT: CLUE record corruption in end of record field, record id [dec], record starting address %#x

**Explanation** A CLUE record's end of record delimiter was corrupted in the CLUE storage memory, so the CLUE record cannot be accessed. The CLUE record was overwritten by the previous CLUE record or by a memory corruption.

**Recommended Action** Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

**Error Message** %CLUE-3-INDEX\_BUILD\_FAIL: Failed to build CLUE internal record index due to [chars]

**Explanation** CLUE could not build an internal record index table, so the CLUE service will not be available and any data in the CLUE storage cannot be accessed. This failure can occur either when CLUE storage does not exist or when any CLUE record within the CLUE storage is corrupted.

**Recommended Action** Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

**Error Message** %CLUE-3-INIT\_ERROR: Failed to initialise the reserved memory for new CLUE context due to [chars]

**Explanation** Reserved memory for the Compact Local Unit Exchange (CLUE) storage area was not initialized due to the reason given. The CLUE storage area will not be available to provide any CLUE service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-INTERNAL\_SW\_ERROR: [chars]

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error was reported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-INVALID\_AREA: Either address %#x or size [dec] reserved for CLUE storage area is invalid

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error occurred. In order to initialize and use the reserved area as a CLUE storage area, CLUE expected a non-zero reserved memory address and a non-zero reserved memory size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-INVALID\_REC\_DATA\_SIZE: CLUE record size [dec] is invalid to allocate CLUE record [dec]

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error occurred. When the CLUE client requested to allocate the CLUE record, the record size was zero or was not the same as expected. The CLUE record was not allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-INVALID\_REC\_ID: Invalid CLUE record id [dec] has been received so CLUE cannot [chars] it

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error occurred. The indicated action cannot be carried out on the specified CLUE record ID because the record ID is not valid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-NOT\_ENOUGH\_CLUE\_STORAGE: CLUE storage has not enough space to allocate record, id [dec] and data size [dec]

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error occurred. The CLUE record was not allocated for the record ID because not enough space for CLUE storage was reserved or the CLUE storage contingency space was full.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-NOT\_ENOUGH\_MEMORY: [dec]-bytes of local memory has not enough space left to reserve [dec]-bytes of CLUE storage

**Explanation** Insufficient local memory was available to reserve the required Compact Local Unit Exchange (CLUE) storage space.

**Recommended Action** Add more local memory.

**Error Message** %CLUE-3-NO\_SIGNATURE: CLUE cannot [chars] record, id [dec]

**Explanation** The specified CLUE record was not serviced because CLUE storage was not available or because the CLUE storage signature was invalid.

**Recommended Action** The internal CLUE client software will attempt to automatically correct the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-SOR\_CORRUPT: CLUE record corruption in start of record field, record id [dec], record starting address %#x

**Explanation** A CLUE record's start of record delimiter was corrupted in the CLUE storage memory, so the CLUE record cannot be accessed. The CLUE record was overwritten by the previous CLUE record or by a memory corruption.

**Recommended Action** The internal CLUE client software will attempt to automatically correct the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CM622\_CM155-4

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) %s command error: %s

**Explanation** Linecard ATM driver handles RP command errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) ATM Clock Internal Set on (%d/%d) too

**Explanation** CM155 ATM Clock Internal is enabled for the other channel on the same framer too, the framer defines one bit for both channels.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) RX SAR doing %s error: %s  
(indication=0x%08x 0x%08x 0x%08x)

**Explanation** Linecard ATM driver RX SAR indication errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) VC:%u %s error (cause: %s)

**Explanation** CM622/CM155 ATM SAR VC operation error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) VC:%u is close pending

**Explanation** The VC is in the TX SAR close pending state.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) VC:%u unsupported vc  
encapsulation type=%u

**Explanation** CM622/CM155 ATM SAR VC operation error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (Port %d): %s SAR doing %s error: %s

**Explanation** Linecard ATM driver SAR operation error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (Port %d): %s SAR firmware selftest  
failure (expected 0x%04x, obtained 0x%04x)

**Explanation** Linecard ATM SAR firmware checksum errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (Port %d): TX SAR %s command error: %s (indication=0x%08x)

**Explanation** Linecard ATM driver TX SAR indication error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: Error: (%d/%d) %s (value=0x%04x)

**Explanation** Linecard ATM driver framer operation errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: Error: (%d/%d) %s

**Explanation** Linecard ATM driver general operation errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative

## CMCC-3

**Error Message** .%CMCC-3-UNAVAILABLE: Config queue is full, command was dropped, slot %d

**Explanation** Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

Reissue the configuration command.

Clear the interface using the **clear interface** command.

Reload the microcode.

Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

**show tech**

**show log**

Provide this information to your technical support representative.

**Error Message** %CMCC-3-UNAVAILABLE: DNS lookup failed - %s

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: Error (%-04x) %s

**Explanation** An error occurred sending an interface enable or disable command.

**Recommended Action** The interface was reset by the software and the condition rectified. If that did not occur, then issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

Clear the interface using the **clear interface** command.

Reload the microcode.

Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

**show tech**

**show log**

Provide this information to your technical support representative.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: No elements avail for msg (%08X %08X); interface reset.

**Explanation** An encapsulated control message arrived, but no elements were available to receive it. It is likely that a configuration will now be in a PENDING state. An interface reset was attempted to clear this condition.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the **clear interface** command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands: **show tech show log** Provide this information to your technical support representative.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: No pre-allocated buffers available; enable not sent

**Explanation** An attempt to get a pre-allocated buffer for the enable command was unsuccessful. The interface will not be enabled.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the **clear interface** command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands: **show tech show log** Provide this information to your technical support representative.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: encaps msg size (%d) smaller than min (%d); dropped.

**Explanation** An encapsulated control message had a size smaller than the minimum expected size. The message was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: unknown encapsulated msg(%d) len(%d)

**Explanation** An encapsulated control message had an unknown encapsulation type. The message was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CMCC-3-UNAVAILABLE: Invalid IPC request (%d) received from (%x)

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has received an invalid message.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message** %CMCC-3-UNAVAILABLE: Unable to initialize IPC %s services

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has failed to initialize.

**Recommended Action** The CMCC will not load properly. The router must be reloaded to clear the problem.

**Error Message** %CMCC-3-UNAVAILABLE: Unable to obtain IPC resources

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has failed to obtain a buffer.

**Recommended Action** The CMCC will not load properly. Try the reload command again. If this message recurs, call your technical support representative for assistance.

## CMCC-4

**Error Message** %CMCC-4-UNAVAILABLE: DNS lookup failed - the DNS server has no entry for hostname %s

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Verify that the DNS server entries are up to date.

**Error Message** %CMCC-4-UNAVAILABLE: Interface %s: Channel-protocol %s cmd failed; resetting to default

**Explanation** The **channel-protocol** configuration command sent after a reset failed to complete successfully.

**Recommended Action** The channel data transfer rate was reset to the default value. Reissue the configuration command.

**Error Message** %CMCC-4-UNAVAILABLE: Interface %s: Unable to pre allocate response element; cfg not sent

**Explanation** An attempt to allocate a buffer for the configuration response, or for the configuration state change request, was unsuccessful. The configuration request was not sent.

**Recommended Action** The configuration command must be reissued.

**Error Message** %CMCC-4-UNAVAILABLE: Interface %s: configuration command %s %s failed

**Explanation** An error occurred sending the configuration command to the CMCC card, or the CMCC negatively acknowledged the command

**Recommended Action** Reissue the configuration command.

**Error Message** %CMCC-4-UNAVAILABLE: Interface %s: encapsulated msg size (%d) exceeds max (%d); truncated.

**Explanation** An encapsulated control message had a size greater than the maximum expected size. The message was truncated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CMCC-5

**Recommended Action** **logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CMCC-5-UNAVAILABLE: DNS lookup failed - DNS server %i is unreachable

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Check for available routes to DNS servers.

**Error Message** %CMCC-5-UNAVAILABLE: DNS lookup failed - query to DNS server %s timed out

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Check the status of the DNS server.

## CMCC-6

**Error Message** %CMCC-6-UNAVAILABLE: Interface %s: adapter type changed from %s to %s

**Explanation** The interface reported a different interface type than it previously did. This should not happen without removing the CMCC card and replacing it with one that has an interface of the reported type.

**Recommended Action** This is an informational message, no action is required

## CMAPP-6

**Error Message** %CMAPP-6-UNAVAILABLE: Cannot create Call Manager Application process

**Explanation** Failed to create the Call Manager Application process.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

## CMP Messages

This section contains Cluster Membership Protocol (CMP) module messages.

## CMP-5

**Error Message** %CMP-5-NBR\_UPD\_SIZE\_TOO\_BIG: Number of neighbors in neighbor update is [int], maximum number of neighbors allowed in neighbor update is [int]

**Explanation** The number of cluster neighbors in the clustering neighbor update packet exceeds the number of neighbors supported by the clustering module design.

**Recommended Action** No action is required.

## CMP-DSPRM

**Error Message** %CM\_DSPRM-1-UNAVAILABLE: DSPRM event unavailable

**Explanation** The router or access server could not allocate internal resources.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM\_DSPRM-1-UNAVAILABLE: DSPRM internal error[%s:%d]

**Explanation** The router or access server has detected an internal error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM\_DSPRM-1-UNAVAILABLE: IOS buffer pool unavailable [%s:%d]

**Explanation** The router or access server could not allocate internal resources.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM\_DSPRM-1-UNAVAILABLE: IOS memory unavailable [%s:%d]

**Explanation** The router or access server could not allocate memory for internal data structures.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CM-MONITOR

**Error Message** %CM\_MONITOR-5-UNAVAILABLE: Sending DNS response to %i (request was for %i)

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CM\_MONITOR-5-UNAVAILABLE: Starting DNS process

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CM\_MONITOR-5-UNAVAILABLE: Terminating DNS process

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CM-SYNC

**Error Message** %CM\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to msg translation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CM\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to non-availability of buffer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CNS Messages

This section contains Cisco Networking Services (CNS) messages.

## CNS-3

**Error Message** %CNS-3-MEMORY: [chars]

**Explanation** CNS subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors, upgrading the memory in the network device may be required.

**Error Message** %CNS-3-TRANSPORT: [chars]

**Explanation** The CNS subsystem has experienced a problem contacting an external application.

**Recommended Action** See specific message text for an indication of what the cause might be. Check the network configuration and cables to make sure that the remote application is running and the address is accessible.

**Error Message** %CNS-3-WARNING: [chars]

**Explanation** The CNS subsystem has encountered an unexpected condition while executing a set of commands that did not cause a failure but suggests things did not go totally correctly.

**Recommended Action** Check the error log for additional information. This is an informational message and does not necessarily indicate that an error occurred.

**Error Message** %CNS-3-XML\_SEMANTIC: [chars]

**Explanation** The CNS subsystem has encountered an error while processing the XML encapsulation of configuration command.

**Recommended Action** The externally supplied XML has errors in it and cannot be processed. See the specific message text for an indication of what the cause might be. This condition could possibly require that the command be checked and reissued from the server.

## CNS-5

**Error Message** %CNS-5-CONFIG\_SUCCESS: SUCCESSFUL\_COMPLETION

**Explanation** The configuration download has been applied successfully.

**Recommended Action** No action is required.

## CNS-6

**Error Message** %CNS-6-NO\_EVENT\_AGENT: CNS EVENT AGENT IS NOT CONFIGURED

**Explanation** The CNS event agent is not configured. The event that was to be sent to it will be dropped

**Recommended Action** Configure the CNS event agent.

# COLLECTION Messages

This section contains COLLECTION messages.

## COLLECTION-3

**Error Message** %COLLECTION-3-UNAVAILABLE: Attempted to start a walk with incompatible mode and priority (mode %s priority %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COLLECTION-3-UNAVAILABLE: Attempted to start a walk with incompatible mode and process (mode %s process %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COLLECTION-3-UNAVAILABLE: Initialization of process %s failed, unable to %s

**Explanation** COLLECTION\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COLLECTION-3-UNAVAILABLE: Subwalk mismatch, walk %p (priority %s mode %s) subwalk %p (priority %s mode %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMMON\_FIB Messages

This section contains CEF address Forwarding Information Base (FIB) messages.

## COMMON\_FIB-3

**Error Message** %COMMON\_FIB-2-UNAVAILABLE: Attempt to create CEF interface for %s with illegal if\_number: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-2-UNAVAILABLE: Attempt to create CEF interface for %s with illegal index: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-2-UNAVAILABLE: Attempt to use out of bounds interface index: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-2-UNAVAILABLE: Attempt to used uninitialized CEF data structure.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s %s subblock doesn't support ISSU and can't be used.

**Explanation** The given SW subblock doesn't support ISSU so may not be processed correctly on the LC. It has not been registered by the CEF component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s NULL fibidb in broadcast sb

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s broker failed to encode msg type %d for slot(s) %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s chunk pool could not be %s. Possible memory leak.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s distribution broker not found - distributing %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s for %s - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s path list %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: API called with NULL fibidb

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: An internal software error occurred. %s linked to wrong hwidb %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: An internal software error occurred. %s linked to wrong idb %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: An internal software error occurred. %s should be first fibidb

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Assertion '%s' failed in %s CEF [0x%08x]: %s (%s) %s.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Attached export tracking error: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Attempt to clear the name of %s table with tableid %d, previous name %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Attempt to create %s table with illegal tableid %d (%s)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Attempt to update fibidb prior to completion of idb initialization.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Bad magic for element %p (0x%08x != 0x%08x)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Cannot find ISSU message type for FIB %s (%d) %sSB %s msg

**Explanation** The given SW subblock is being sent to an ISSU aware endpoint but CEF cannot verify that this message has been negotiated successfully and cannot send it. This is a coding error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: FIB%sIDB name %s error (lengths %d (%d), short %d (%d))

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Failed to start %s of %sentries in table %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Generic subblock error: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: HW API failure for %s CEF [0x%08x]: %s (%s) %s.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: IPMFI Timing Tool present in image - performance will be degraded

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: IPV6\_SWSB\_CTRL name length error, %s (acl\_in %d (%d), acl\_out %d (%d), pbr %d (%d))

**Explanation** IPv6 in/out ACL and IPv6 PBR name lengths for/from an IPC XDR message are invalid. The names will not be used so as to prevent any buffer overrun errors. There is a possibility that either the XDR message or an internal IPv6 FIB structure is corrupted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Illegal arguments - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Invalid XDR format. %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Invalid XDR length. Type %d (%s).  
XDR/buffer len %d/%d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Invalid address family %d%s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Invalid address type %d%s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Manipulating interest list - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Memory allocation failure for %s in %s CEF [0x%08x] (%s)%s.

**Explanation** An attempt to allocate memory has failed. Depending on the criticality of the data to be stored, CEF operation may be impacted.

**Recommended Action** Verify that the configuration is supported by the memory present in the system. Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Message %s (%d) is ISSU aware so cannot use old FIB API.

**Explanation** ALL FIB subblocks must be ISSU aware. The subblock code must be rewritten for ISSU. Otherwise this may lead to unpredictable behaviour when running in SSO mode with two different versions of IOS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Missing name for fibhwidb (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: No %s subblock control decode function for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: No fibidb for %s (ignoring path) during path no %d update for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: No handler for units (%s) - from slot %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: No valid paths for prefix %s in vrf %s.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Subtree context unexpected error: app %s: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Unable to find MPLS oce for %s IP oce

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Unexpected disposition information for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Unexpected element type %u

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Walk specification %p missing handler for type %d dependency

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: dqueue has an active collection just prior to destruction

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: dqueue is not empty just prior to destruction

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: elem %p type 0x%x elem-next %p elem-next\_type 0x%x elem-next-prev %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: elem %p type 0x%x elem-prev %p  
elem-prev\_type 0x%x elem-prev-next %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: fibidb %s if\_nb %d could not be %s db

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMMON\_FIB-4

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: %s CEF is being disabled due to a fatal error.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempted add of subblock of type '%s' (%d) for %s failed%s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to insert %p after %p but it has prev set to %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to insert %p after %p but it is still pointed at by %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to remove %p but it has no prev (next is %p)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to remove %p but prev %p points at %p instead

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to remove %p with next %p thinks its prev is %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: CEF %s database auto-repair executed

**Explanation** The CEF consistency checkers have detected an inconsistent prefix in one of the CEF forwarding databases. The auto-repair function has been executed to repair the problem. Details of the prefix can be found using the 'show cef table consistency' command.

**Recommended Action** Copy the message exactly as it appears, together with the output of the 'show cef table consistency' command and report it to your technical support representative,

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Encoding of %s %s stats XDR too big

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: HW subblock decode (%s / %d) - wrong length read (expected %d, decoded %d)

**Explanation** The given HW subblock is not being processed correctly on the linecard. The error has been corrected, but should be reported in case there are related problems that need to be addressed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Hardware in slot %s missing prefix for %s/%d in FIB table %s (present in LC FIB) [%s]

**Explanation** A passive consistency checker discovered a prefix in the LC FIB table which is not present in the hardware forwarding table on this linecard. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Hardware on RP missing prefix for %s/%d in FIB table %s (present in RP FIB) [%s]

**Explanation** A passive consistency checker discovered a prefix in the RP FIB table which is not present in the hardware forwarding table on the RP. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Invalid message received. Type %s, event/sub-type %d, length %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Invalid message: %s, type %s, len %d

**Explanation** An invalid message has been received by this broker.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Message %s for slots %s is too large (%d bytes, max %d)

**Explanation** There is not enough buffer space for ISSU transformations. The message must not proceed any further or a buffer overrun may result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Message %s for slots %s is wrong length (%d, should be %d)

**Explanation** The encoded message length doesn't match the expected length. Message will not be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Mis-match between hwidb %s (ifindex %d) and fibhwidb %s (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Mis-match between idb %s (if\_number %d) and fibidb %s (if\_number %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Missing hwidb for fibhwidb %s (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Missing idb for fibidb %s (if\_number %d).

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: No fibhwidb for %s found during %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: No fibhwidb while initializing fibidb for %s (if\_number %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: No fibidb found for %s during %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: RP has prefix %s/%d in FIB table %s (missing in routing table) [%s]

**Explanation** A passive consistency checker discovered a prefix in the CEF forwarding table which is not present in the routing table. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: RP missing prefix for %i%m in FIB table %s (present in routing table) [%s]

**Explanation** A passive consistency checker discovered a prefix in the routing table which is not present in the CEF forwarding table on the RP. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: RP missing prefix for %s/%d in FIB table %s (present in RP hardware) [%s]

**Explanation** A passive consistency checker discovered a prefix in the hardware table which is not present in the FIB forwarding table on the RP. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: RP prefix for %s/%d in FIB table %s (inconsistent on slot %s - %s) [%s]

**Explanation** A passive consistency checker discovered a prefix in the forwarding table of the linecard which is inconsistent on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Ratio of unequal path weightings (%s) prevents oce %s from being used.

**Explanation** When attempting to setup the load balancing infrastructure for a prefix with unequal path weightings, CEF discovered that the range of weightings caused one or more paths to be excluded from the final set of load balancing paths. Load balancing will continue with the remaining paths.

**Recommended Action** Reduce the range of weightings to allow all the paths to be used.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: SW subblock decode (%s / %d) - wrong length read (expected %d, decoded %d)

**Explanation** The given SW subblock is not being processed correctly on the linecard. The error has been corrected, but should be reported in case there are related problems that need to be addressed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Slot %s missing prefix entry for %s in FIB table %s when looking up %s [%s]

**Explanation** A packet arrived on the linecard, but the lookup of the destination IP address failed to find this prefix in the forwarding table. However the prefix is present on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard. You can also try a clear adjacency command to reload host prefixes.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Slot %s missing prefix for %s/%d in FIB table %s (present in LC hardware) [%s]

**Explanation** A passive consistency checker discovered a prefix in the LC hardware table which is not present in the FIB forwarding table on this linecard. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Slot %s prefix entry for %s/%d in FIB table %s [%s] reason: %s

**Explanation** A passive consistency checker discovered a prefix that is present on the RP, but is inconsistent in the forwarding table of the linecard. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard. You can also try a clear adjacency command to reload host prefixes.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: The platform has enabled and prohibited %s for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Unable to register XDR client (%s).

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMMON\_FIB-6

**Error Message** %COMMON\_FIB-6-UNAVAILABLE: %s has too many (%u) levels of recursion during %s

**Explanation** CEF discovered that the routing for a prefix involved excessive many levels of recursion and was forced to terminate an operation on the entry for that prefix. This is likely to be caused by a recursion loop

**Recommended Action** If the problem persists use show commands to display the RIB and CEF information for the prefix in question and check its configuration

**Error Message** %COMMON\_FIB-6-UNAVAILABLE: %s is found to resolve via itself during %s

**Explanation** CEF discovered that the routing for a prefix has recursive paths that leads back to itself and CEF was forced to terminate an operation on the entry for that prefix.

**Recommended Action** If the problem persists use show commands to display the RIB and CEF information for the prefix in question and check its configuration

**Error Message** %COMMON\_FIB-6-UNAVAILABLE: Test subblock error: %s

**Explanation** The subblock test command could not be completed successfully

**Recommended Action** LOG\_STD\_NO\_ACTION

## COMMON\_MFIB\_3

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: %s broker failed to encode msg type %d for slot(s) %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: %s distribution broker not found - distributing %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: %s: %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Assertion '%s' failed in %s MFIB [0x%08x]: %s (%s)%s.

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Attempt to clear the name of %s table with tableid %d, previous name %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Attempt to create %s table with illegal tableid %d (%s)

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Failed to %s table %s%s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Failed to initialise %s RP broker facility

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Generic subblock error: %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Illegal arguments - %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Invalid XDR format. %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Invalid XDR length. Type %d %s.  
XDR/buffer len %d/%d

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Invalid address family %d%s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Memory allocation failure for %s in %s MFIB [0x%08x].

**Explanation** An attempt to allocate memory has failed. Depending on the criticality of the data to be stored, MFIB operation may be impacted.

**Recommended Action** Verify that the configuration is supported by the memory present in the system. Copy the message exactly as it appears, and report it to your technical support representative.

## COMMON\_MFIB\_4

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: %s MFIB is being disabled due to a fatal error.

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: Failed to %s table %s %s

**Explanation** An MFIB table was found to be missing when attempting to perform a change to it. This may be a transient condition

**Recommended Action** If the same table gives repeated warnings or generates more serious errors, copy the message exactly as it appears and report it to your technical support representative

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: Invalid message received. Type %s, event/sub-type %d, length %d

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: Invalid message: %s, type %s, len %d

**Explanation** An invalid message has been received by this broker.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: Unable to register XDR client (%s).

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: XDR client (%s) should be registered.

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMP-3

**Error Message** %COMP-3-UNAVAILABLE: %s: COMPRESS: (stac error!) status: %d, size in: %d, size out: %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Bad status returned from packet compression operation

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Compression Version mismatch expected %x received %x

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Compression internal configuration error

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Decompression size error

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Decompression sync error

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s compression subblock creation failed.

**Explanation** An internal software error occurred.

Copy the error message exactly as it appears, and report it to your technical support representative.

## COMP-5

**Error Message** %COMP-5-UNAVAILABLE: Interface %s %s

**Explanation** Interface serial0 compression getbuffer failed, causing Link Access Procedure, Balanced (LAPB) retransmissions.

**Recommended Action** Configure additional large and big buffers.

## COMP\_MATRIX Messages

This section contains ISSU Compatibility Matrix messages.

### COMP\_MATRIX-3

**Error Message** %COMP\_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to delete a persistent variable from the %s system (rc = %d).

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

**Recommended Action** Show persistent variable. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMP\_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to read a persistent variable from the local system (rc = %d).

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

**Recommended Action** Show persistent variable. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMP\_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to write to persistent variables on the %s system (rc = %d).

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

**Recommended Action** Show persistent variable. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMP\_MATRIX-4

**Error Message** %COMP\_MATRIX-4-UNAVAILABLE: Compatibility Matrix has been disabled. No image compatibility checking will be done.

**Explanation** The ISSU compatibility matrix check has been disabled via configuration command **no service image-version compatibility**. When the standby comes up, no image compatibility checking will be done, which results in SSO redundancy mode even if the active and standby are running different images.

**Recommended Action** The ISSU compatibility matrix check has been disabled using the global configuration command **no service image-version compatibility**. Redundancy mode would be SSO. Please be sure this is your intention or change configuration using **service image-version compatibility**.

## COT-1

**Error Message** %COT-1-UNAVAILABLE: %s

**Explanation** Failed to allocate memory for COT DSP event queue

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COT-1-UNAVAILABLE: %s

**Explanation** Failed to create a periodic process or chunk pool or cot/dsp queue for COT

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COT-1-UNAVAILABLE: %s

**Explanation** Failed to enqueue DSP event to COT DSP event queue

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COUGAR\_EHSA-5

**Error Message** %COUGAR\_EHSA-5-UNAVAILABLE: %s %d

**Explanation** A significant Running config sync file event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COUGAR\_EHSA-5-UNAVAILABLE: Forcibly closing fd: %d name:%s

**Explanation** A file activity timeout occurred on the secondary.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPAD-1

**Error Message** %CPAD-1-UNAVAILABLE: %s creation failed for slot %d

**Explanation** The CSA driver, in its initialization phase, could not allocate memory for the specified data structure.

**Recommended Action** Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CPAD-1-UNAVAILABLE: %s: %s

**Explanation** An error occurred in the application using the CSA.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CPAD-1-UNAVAILABLE: Slot %d: %s

**Explanation** The CSA driver failed to initialize at the specified point.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CPAD-1-UNAVAILABLE: bay %d Invalid vendor/device id %d

**Explanation** The CSA driver, in its initialization phase, encountered a communication failure with the CSA in the specified bay.

**Recommended Action** Consider reseating the specified CSA. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CPAD-1-UNAVAILABLE: bay %d: Deactivating card

**Explanation** An error occurred during initialization. The CSA is being deactivated

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support

## CPAD-6

**Error Message** %CPAD-6-UNAVAILABLE: %s shutting down

**Explanation** The specified CSA is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only. It occurs in normal operation.

**Error Message** %CPAD-6-UNAVAILABLE: %s starting up

**Explanation** The specified CSA has initialized successfully.

**Recommended Action** This is an informational message only. It occurs in normal operation.

## CPM-3

**Error Message** %CPM-3-UNAVAILABLE: CPM at slot %d: PCI device not supported

**Explanation** An interface controller device did not report the correct PCI device ID.

**Recommended Action** Power down, reinsert the port module, and reboot. If the message recurs, call your technical support representative for assistance.

**Error Message** %CPM-3-UNAVAILABLE: CPM at slot %d: PCI discovery failed count = %d

**Explanation** One of the interface controller devices on the module did not initialize properly.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CPU\_NET-0

**Error Message** %CPU\_NET-0-UNAVAILABLE: The interface between the CPU and the switch has become stuck. The switch must now reset to clear this condition .Retrieval queue %d.

**Explanation** The CPU can no longer communicate with the network.

**Recommended Action** Reload the system.

## CPU\_REDUN-2

**Error Message** %CPU\_REDUN-2-UNAVAILABLE: %s

**Explanation** A software error occurred during initialization of the CPU redundancy subsystem

**Recommended Action** Check for sufficient processor memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_REDUN-3

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %d %d

**Explanation** A subsystem initialization error occurred.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %d

**Explanation** The 4msec timer interrupt was shut off for an extended period while the hardware watchdog was enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %d sec, %s = %x

**Explanation** The CPU redundancy process didn't run for a long time, because an interrupt routine ran too long.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %s

**Explanation** An error occurred that affects CPU Redundancy services. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %s software subsystem. Active=%d, Standby=%d.

**Explanation** Standby CPU software subsystem is older or missing. See message text for software subsystem type. May result in feature losses in the event of a switchover.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** If the alarm appears when this is asserted for a standby processor with a different software image, it indicates an alarm condition on the peer that the active processor can not decode. If this is asserted for the active processor, it indicates a software error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the active processor is detecting bad parity on the active/standby bits read from the standby processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the capabilities reported by the standby processor are less than the active processor. The processors are conditionally redundant, which means that a switchover could result in a partial loss of system control.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the peer processor is either missing or can not be detected. The active processor currently is not being protected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the peer processor is present but not responding or sending keepalives.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor can not access its backplane IDPROM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the linecard access test for multiple linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal PCI bus test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal PCMCIA slot test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal SRC test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor redundancy state is either not consistent with the peer state, or the software state is not consistent with the hardware state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the slot ID read from the backplane IDPROM does not match the slot ID read from the SRC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** This alarm appears when the processor can't transmit characters on the console UART. It indicates a probable equipment failure

**Recommended Action** If the symptom persists following a reload, remove and replace the processor module.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Attempt to sync %s config to standby failed

**Explanation** Unable to send Startup or Private Config file to Standby CPU

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Attempt to sync running config to standby failed

**Explanation** Unable to send Running Config file to Standby CPU

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Can't change my state. desired state %s, read-back %s

**Explanation** Local CPU can't set its redundancy state to the desired calculated value

**Recommended Action** Check health of local CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Can't get Global Lock

**Explanation** Peer CPU won't relinquish the arbitration lock.

**Recommended Action** Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Detected invalid redundancy states, local = %s, peer = %s

**Explanation** Detected an invalid combination of redundant states

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Error/Mismatch in readingVendor ID for PCI device %d

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Incorrectly formatted message (0x%x, 0x%x) received by %s

**Explanation** Inconsistent message data was received from the peer CPU, possibly due to an incompatible image version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Invalid peer CPU severity (%d) (current peer register=0x%x)

**Explanation** Peer CPU is reporting an invalid severity value.

**Recommended Action** Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Invalid peer CPU state (%s) (current peer register=0x%x)

**Explanation** Peer CPU is reporting an invalid redundancy state.

**Recommended Action** Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Mismatch in %s driver versions. Active=%d.%d, Standby=%d.%d.

**Explanation** Standby CPU is reporting lower versions than the Active CPU. See message text for type of limitation. May result in a loss of connections.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Mismatch in %s. Active=%d, Standby=%d.

**Explanation** Standby CPU is reporting lower Capabilities than the Active CPU. See message text for type of limitation.

**Recommended Action** Check for sufficient Standby CPU capabilities. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Mismatch in %s. Active=%d.%d,  
Standby=%d.%d.

**Explanation** Standby CPU is reporting lower versions than the Active CPU. See message text for type of limitation.

**Recommended Action** Check Standby CPU version numbers. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Missing %s driver support on Standby.  
Active=%d.%d

**Explanation** Standby CPU is missing support for one of the drivers available on the Active CPU. The corresponding linecard will go down in the event of a switchover.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Parity Error on PCI Bus fromPCI Device

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Software state (%s) doesn't reflect local hardware (%s)

**Explanation** Software state is not following the underlying hardware redundancy state

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Status error in PCI device %d

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Unknown message type 0x%x received by %s

**Explanation** An unknown message type was received from the peer CPU, possibly due to an incompatible image version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_REDUN-4

**Error Message** %CPU\_REDUN-4-UNAVAILABLE: %s %d %s

**Explanation** System is running for an extended period in an unprotected mode even though a peer CPU is present

**Recommended Action** Check the health of the Peer CPU. Configure as maintenance mode to intentionally suppress error messages. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-4-UNAVAILABLE: Active CPU FPGA has been reprogrammed. Please remove and re-insert the CPU in slot %d or power-cycle the box, for the new FPGA to take effect.

**Explanation** Active CPU FPGA has been reprogrammed. This CPU is now running with old FPGA and it needs to be hot-swapped or the system needs to be power-cycled for the new FPGA to take effect.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-4-UNAVAILABLE: Non-volatile configuration memory is not present

**Explanation** The startup-config is missing. This may be due to either a manual user erase command or an interrupted write to the startup-config.

**Recommended Action** Do a copy running-config startup-config to save current system configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_REDUN-5

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: %s %d

**Explanation** Reloading due to a negotiated switchover.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: %s (sev %d), peer is %s (sev %d)

**Explanation** A CPU hardware redundancy status change occurred.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: %s

**Explanation** Reloading due to a hardware software state mismatch.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: %s

**Explanation** Reloading standby since Active CPU shows loss of comm.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Forcibly closing fd: %d name:%s

**Explanation** A file activity timeout occurred on the slave.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Msgtype %s sent by %s unsupported by peer.

**Explanation** Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Peer CPU hardware and software is fully compatible.

**Explanation** Standby CPU H/W, drivers and software subsystems have matching versions and capabilities.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Peer CPU has been removed from the chassis

**Explanation** Peer CPU has been removed from the chassis.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Peer CPU has exited IOS

**Explanation** Peer CPU has exited IOS.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Running config successfully synced to standby

**Explanation** Running Config file was sent to the Standby CPU

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Sending %s = %d

**Explanation** Normal response for CPU EHSA Redundancy services. The details about what was sent will be printed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Startup config successfully synced to standby

**Explanation** Startup Config file was sent to the Standby CPU

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Switchover occurred. Reason: %s

**Explanation** A CPU switchover took place. The reported reason is listed in the error message text.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CPU\_REDUN-6

**Error Message** %CPU\_REDUN-6-UNAVAILABLE: %s %s

**Explanation** A significant EHSA Redundancy services event occurred. The details will be printed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-6-UNAVAILABLE: After returning to ROM by %s

**Explanation** Informational message notifying about a system startup with no switchover.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-6-UNAVAILABLE: Running config on this CPU has possibly changed

**Explanation** Informational message to notify of possible changes to the running-config file

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-6-UNAVAILABLE: Startup config on this CPU has possibly changed

**Explanation** Informational message to notify of possible changes to the startup-config file

**Recommended Action** LOG\_STD\_NO\_ACTION

## CSM-1

**Error Message** %CSM-1-UNAVAILABLE: %s

**Explanation** Failed to create a periodic process for CSM or the number of digit collectors reported to CSM exceeds the maximum number of digit collectors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s

**Explanation** The modem signaling module failed initialization

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: %s at slot %d, controller %d, timeslot %d

**Explanation** This is an internal software error. An attempt is made to add non-existent CAS signalling interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s at slot %d, port %d

**Explanation** An initialization error occurred on the specified port. The error message specifies more details

**Recommended Action** Try resetting the port or power cycling the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s: %d/%d received invalid event %d

**Explanation** An invalid operation was detected by the router

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: %s: hwidb is NULL

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s: hwidb is NULL

**Explanation** An invalid operation was detected by the router

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: %s: hwidb subblock for b channel %d is in use

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s: modem\_info is NULL

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: A new RBS channel added

**Error Message** %CSM-1-UNAVAILABLE: An Unexpected event received by tone process - %d %d.

**Explanation** An invalid operation was detected by the router

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: An error was encountered in enqueueing a %s (%d) for slot/port %d/%d.

**Explanation** The modem may no longer be usable.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: An error was encountered in enqueueing a CAS message - %s.

**Explanation** The modem may no longer be usable.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: Modem %d/%d has been marked as bad by the router software.

**Explanation** The modem is no longer usable due to a runtime error.

**Recommended Action** The modem may become operational following a reset of the router. If not, copy the error message exactly as it appears and contact your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: String copy exceeded buffer size

**Explanation** The string written into the allocated buffer exceeded the size of the buffer. This can cause memory corruption.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: The T1 or E1 network module is incompatible with the digital modems: %s

**Explanation** The T1 or E1 network module cannot be used with digital modems.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

## CSM-5

**Error Message** %CSM-5-UNAVAILABLE: %s at slot %d, unit %d, channel %d with index %d

**Explanation** An ISDN PRI interface has changed states. Details of the new state are shown in the error message.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM-5-UNAVAILABLE: %s at slot %d, unit %d, with index %d

**Explanation** An ISDN MBRI interface has changed states. Details of the new state are shown in the error message.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM-5-UNAVAILABLE: CAS mbox at %x in use - message has been %s.

**Explanation** A CAS IPC message has been queued because the mailbox is in use.

**Recommended Action** This is a notification message. Copy the error message exactly as it appears and contact your technical support representative if the modems are not functional or this message appears frequently.

## CSM-SLB-3

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d FT error: %s

**Explanation** An error occurred in CSM-SLB fault tolerance.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d configuration reload failed: %s

**Explanation** Configuration reload of the CSM-SLB card failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d error: %s

**Explanation** An error occurred in a CSM-SLB module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d image version mismatch, RP = %s, CSM = %s: %s

**Explanation** Router image and CSM-SLB image do not correspond.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d memory error: %s

**Explanation** Out of memory condition while downloading SLB configurations onto CSM card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d script error: %s

**Explanation** An error occurred in a CSM-SLB script.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d unexpected error: %s

**Explanation** An unexpected error condition occurred on the CSM-SLB card while performing Server Load Balancing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Portchannel allocation failed for module %d.

**Explanation** Unable to allocate enough portchannel groups for CSM-SLB card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Unknown error occurred while configuring IDB for CSM-SLB module: %s.

**Explanation** Unable to configure data path for CSM-SLB card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CSM-SLB-4

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d ARP configuration error: %s

**Explanation** Error creating or removing a static ARP route.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d FT warning: %s

**Explanation** Some possibly undesired event occurred in CSM-SLB fault tolerance.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d configuration warning: %s

**Explanation** Syntax error in a URL or COOKIE regular expression in SLB configuration.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d duplicate ID: %s

**Explanation** Same ID was used to create multiple entities.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d invalid ID: %s

**Explanation** The entity identified does not exist.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d probe configuration error: %s

**Explanation** Health probe configuration failed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d regular expression memory error: %s

**Explanation** A lookup table does not contain enough space to store the configured URL and COOKIE regular expressions. Use 'show ip slb memory' to determine which virtual server(s) were unable to be configured because of insufficient memory.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d script warning: %s

**Explanation** Some possibly undesired event occurred in CSM-SLB scripting.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d warning: %s %s

**Explanation** There is a mismatch between the configuration and the specified environment variable

**Recommended Action** Check the documentation for any caveats regarding the use of the concerned environment variable.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d warning: %s

**Explanation** Some possibly undesired event occurred in a CSM-SLB module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d warning: %s

**Explanation** There may be a problem with your network topology or configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Received CSM-SLB module version wildcard on slot %d. Supervisor has version %d.

**Explanation** User issued a command from the linecard to bypass the safeguard against module version mismatch. As a result, configuration may fail.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CSM-SLB-6

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d FT info: %s

**Explanation** Some event occurred in CSM-SLB fault tolerance.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d gateway state changed: %s

**Explanation** A gateway changed states.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d info: %s

**Explanation** Some event occurred in a CSM-SLB module.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d script info: %s

**Explanation** Some event occurred in CSM-SLB scripting.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d server state changed: %s

**Explanation** A real server changed states (failed or recovered). Possible causes might be configuration changes, arp checks or health probes.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CSM\_VOICE-3

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: CSM failed to add the CAS TDM hairpinning call

**Explanation** The CSM voice software interface was unable to add this call as hairpinning because of presence of another call for the same DS0. Internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: CSM failed to get a free dsp tdm channel from the DSP Resource Manager (DSPRM) to handle an incoming call

**Explanation** The voice software was unable to obtain the tdm channel for a free dsp from the DSP Resource Manager. All of the dsp's have been used to process calls, or have been taken out of service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: Invalid interface slot:controller:group(%d/%d:%d)

**Explanation** The voice interface defined by slot:controller:group is not yet defined within the voice software but attempts were made to use this interface.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: Invalid voice interface controller:group(%d:%d)

**Explanation** The voice interface defined by controller:group is not yet defined within the voice software but attempts were made to use this interface.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: No memory is available to build any internal data structure for the voice software.

**Explanation** The voice software was unable allocate memory to build any internal data structures. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: No memory is available to build the voice interface (%d:%d)

**Explanation** The voice software was unable allocate memory to build a voice interface data structure. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: No signaling data block is available to build the voice interface(%d/%d:%d)

**Explanation** The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: No signaling data block is available to build the voice interface(%d:%d)

**Explanation** The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: The Voice Telephony Service Provider has rejected our request to add this voice interface (%d/%d:%d)

**Explanation** The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: The Voice Telephony Service Provider has rejected our request to add this voice interface (%d:%d)

**Explanation** The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: Undefined dsx0 interface for controller(%d)

**Explanation** The dsx0 interface for the specified controller is not defined but the voice software use it.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: Undefined dsx0 interface for controller(%d/%d)

**Explanation** The dsx0 interface for the specified controller is not defined but the voice software use it.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

## CT3-1

**Error Message** %CT3-1-UNAVAILABLE: %s

**Explanation** A CT3 Port Adapter was detected which has a revision earlier than rev3. This port adapter pre-dates the router platform it has been installed in, and is not a supported combination.

**Recommended Action** Upgrade to a CT3 Port Adapter which is rev3 or above.

**Error Message** %CT3-1-UNAVAILABLE: %s could not be disabled by %s

**Explanation** The shutdown failed to disable the interface.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-1-UNAVAILABLE: %s could not be enabled by %s

**Explanation** The restart failed to enable the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-1-UNAVAILABLE: %s could not be reset by %s

**Explanation** The restart failed to reset the interface.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-1-UNAVAILABLE: %s init failed at %s

**Explanation** CT3 initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-1-UNAVAILABLE: Failed to configure %d interfaces in bay %d, shutting down bay

**Explanation** The CT3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Replace the CT3 port adapter.

**Error Message** %CT3-1-UNAVAILABLE: Found %d interfaces in bay %d, shutting down bay

**Explanation** The CT3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-1-UNAVAILABLE: Microcode to slot %d

**Explanation** Failed to download firmware into the CT3 port adapter.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-1-UNAVAILABLE: Slot %d firmware init (%s)

**Explanation** CT3 firmware initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-1-UNAVAILABLE: Slot %d for microcode download

**Explanation** An error was detected on the communication path between VIP and CT3.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CT3-2

**Recommended Action** support representative.

**Error Message** %CT3-2-UNAVAILABLE: %#08x %08x %08x %08x

**Explanation** CT3 firmware crash information

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-2-UNAVAILABLE: %s: packet received for unknown VC %d

**Explanation** The virtual channel encapsulation is corrupted.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

## CT3-3

**Error Message** %CT3-3-UNAVAILABLE: %s - Accumulator is not available

**Explanation** An invalid TX accumulator is detected.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: %s

**Explanation** General error information.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The CT3 driver detected that the transmit ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: %s: failed to send %s love letter

**Explanation** A love letter was not sent to RSP.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: Failed to receive reply %d from bay %d firmware

**Explanation** A message was not received from CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-3-UNAVAILABLE: Failed to send msg %d to %s driver firmware

**Explanation** A port related message was not sent to CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-3-UNAVAILABLE: Failed to send msg %d to bay %d firmware

**Explanation** A message was not sent to CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: Failed to send msg %s to bay %d firmware

**Explanation** Specified message was not sent to CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: Received unexpected mailbox message (id = %d)

**Explanation** Unexpected message from CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (Mueslix)

**Explanation** Failed to detect the hdlc controller on the CT3.

**Recommended Action** Replace the CT3 port adaptor.

**Error Message** %CT3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (PLX9060)

**Explanation** The PLX 9060 was not detected on the CT3.

**Recommended Action** Replace the CT3 port adaptor.

## CTRC-3

**Error Message** %CTRC-3-UNAVAILABLE: %s

**Explanation** An APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server.

**Recommended Action** This usually indicates a problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show**

**logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message** %CTRC-3-UNAVAILABLE: No buffers available to %s

**Explanation** CTRC attempted to allocate a buffer while performing the operation described in the message text. A buffer pool does not contain enough items to satisfy the allocation request.

**Recommended Action** This problem most commonly occurs whenever a public buffer pool runs out of elements. Determine the which pool has run out of buffers using the show buffers command. Adjust the pool size using the buffers configuration command.

**Error Message** %CTRC-3-UNAVAILABLE: SNASW is not started -- unable to connect to remote database.

**Explanation** A client connected to a ctrc server, but ctrc was unable to connect out to the remote database because SNASW is not started. ctrc uses SNASW to connect to the remote database server. You must start SNASW before ctrc clients attempt to connect.

**Recommended Action** Start SNASW, and retry the client connection.

**Error Message** %CTRC-3-UNAVAILABLE: SNASW was stopped -- existing connections have been closed.

**Explanation** SNASW was stopped while ctrc connections were open. Stopping SNASW caused all open SNA connections to the remote database server to be lost. As a result, all client connections were disconnected. You should not stop SNASW while there are open ctrc connections.

**Recommended Action** Restart SNASW. Disconnected clients must reconnect.

**Error Message** %CTRC-3-UNAVAILABLE: Unexpected APPC error: opcode %04x, primary code %04x, secondary code %08lx

**Explanation** An unexpected APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server. Opcode identifies the APPC API call that received the error. Primary and secondary return codes are returned by the APPC API.

**Recommended Action** This usually indicates a problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show**

**logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

## CTRC-4

**Error Message** %CTRC-4-UNAVAILABLE: %s

**Explanation** An APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server.

**Recommended Action** This usually indicates a temporary problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

