

SWEPA Messages

This section contains software encryption port adapter (SWEPA) and key management messages.

SWEPA-6

Error Message %SWEPA-6-EPA_EXP_RUNNING: Exp Running

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

Error Message %SWEPA-6-EPA_EXP_TIMER_EXPIRED: Exp Timer Expired!

Explanation The EXP timer has expired.

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

Error Message %SWEPA-6-FAILED_TO_ALLOCATE_ENCRYPT_QUE: Failed to allocate the encrypt queue.

Explanation The encryption queue could not be 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %SWEPA-6-FAILED_TO_START_DES_PROCESS: Failed to start DES process

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

Error Message %SWEPA-6-FAILED_TO_START_EXP_PROCESS: Failed to start EXP process

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

Error Message %SWEPA-6-INIT_SW_EPA_IDB: Init swepa idb start ...

Explanation The software encryption port adapter information descriptor block (IDB) is being 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SWEPA-6-START_DES_PROCESS: DES process start ...

Explanation The DES process has started.

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

Error Message %SWEPA-6-START_EXP_PROCESS: EXP process start ...

Explanation The EXP process has started.

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

SWITCH Messages

This section contains switch interface messages.

SWITCH-3

Error Message %SWITCH-1-RF_REGISTRN_FAILED: unable to register switch driver client to RF

Explanation The switch driver client could not be registered to the redundancy facility (RF).

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

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

SWITCHOVER Messages

This section contains line card switchover-related messages.

SWITCHOVER-6

Error Message %SWITCHOVER-6-LC_HA_UNAWARE: Line card (type [hex]) in slot [dec] is not configured HA mode aware

Explanation The line card in the specified slot does not support the configured RP redundancy mode. The line card will be reset and reinitialized during RP failover.

Recommended Action No action is required.

SWITCH_QOS_TB Messages

This section contains trusted boundary messages.

SWITCH_QOS_TB-5

Error Message %SWITCH_QOS_TB-5-TRUST_DEVICE_DETECTED: [chars] detected on port [chars], port trust enabled.

Explanation The trusted boundary facility has detected a device that matches the trusted device setting for the port, and the port trust state has been modified.

Recommended Action No action is required.

Error Message %SWITCH_QOS_TB-5-TRUST_DEVICE_LOST: [chars] no longer detected on port [chars], port set to untrusted.

Explanation The trusted boundary facility has lost contact with a trusted device, and has set the port trust state to untrusted.

Recommended Action No action is required.

SWITCH_SPAN_ISSU Messages

This section contains span switch in-service software upgrade (ISSU) messages.

SWITCH_SPAN_ISSU-3

Error Message %SWITCH_SPAN_ISSU-3-BUFFER: span switch ISSU client failed to get buffer for message, error %d

Explanation The SPAN switch ISSU client was unable to get a buffer for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %SWITCH_SPAN_ISSU-3-CAPABILITY: span switch ISSU client %s

Explanation The SPAN switch ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %SWITCH_SPAN_ISSU-3-INIT: span switch ISSU client initialization failed at %s, error %s

Explanation The SPAN switch ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %SWITCH_SPAN_ISSU-3-MSG_NOT_OK: span switch ISSU client message %d is not compatible

Explanation The SPAN switch ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

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

Error Message %SWITCH_SPAN_ISSU-3-MSG_SIZE: span switch ISSU client failed to get the message size for message %d

Explanation The SPAN switch ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

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

Error Message %SWITCH_SPAN_ISSU-3-POLICY: span switch ISSU client message type %d is %s

Explanation The SPAN switch ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show issu session** commands and your pertinent troubleshooting logs.

Error Message %SWITCH_SPAN_ISSU-3-SEND_FAILED: span switch ISSU client failed to send a negotiation message, error %d

Explanation The SPAN switch ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %SWITCH_SPAN_ISSU-3-SESSION: span switch ISSU client %s

Explanation The SPAN switch ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %SWITCH_SPAN_ISSU-3-TRANSFORM: span switch ISSU client %s transform failed, error %s

Explanation The SPAN switch ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the SPAN switch state will not be identical with the active unit.

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

SW_DAI-4-UNAVAILABLE

Error Message %SW_DAI-4-UNAVAILABLE: %d packets received in %d milliseconds on %s.

Explanation The switch has received the given number of ARP packets in the given duration on the given interface. This message is logged just before the port is err-disabled because of exceeded packet rate. And this message is logged when the burst interval is set to 1 second.

Recommended Action LOT_STD_NO_ACTION

Error Message %SW_DAI-4-UNAVAILABLE: %d packets received in %d seconds on %s.

Explanation The switch has received the given number of ARP packets in the specified burst interval. The interface is errdisabled when the switch receives packets at a rate higher than the configured packet rate every second over the configured burst interval. The message is logged just before the interface is err-disabled, and if the configured burst interval is more than a second.

Recommended Action LOT_STD_NO_ACTION

Error Message %SW_DAI-4-UNAVAILABLE: %ld Invalid ARP packets [%CC]

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message differs from other messages in that while the other can be used to provide as much information of the packet as possible, this message is used as a catch all message when the rate of incoming packets exceed DAI logging rate.

Recommended Action LOT_STD_NO_ACTION

Error Message %SW_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence indicates that administratively denied packets have been seen in the network. This log message shows up when packet(s) have been denied by acls either explicitly or implicitly (with static acl configuration). The presence of these packets indicates that man-in-the-middle attack(s) may have been attempted in the network.

Recommended Action LOG_STD_NO_ACTION

Error Message %SW_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message is logged when the senders ip and mac binding for the received vlan is not present in the dhcp snooping database.

Recommended Action LOG_STD_NO_ACTION

Error Message %SW_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

Explanation The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and they do not pass one or more of source mac or destination mac or IP validation checks.

Recommended Action LOG_STD_NO_ACTION

SW_DAI-6

Error Message %SW_DAI-6-UNAVAILABLE: %ld ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

Explanation The switch has received ARP packets that have been permitted as a result of ACL match.

Recommended Action LOG_STD_NO_ACTION

Error Message %SW_DAI-6-UNAVAILABLE: %ld ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

Explanation The switch has received ARP packets that have been permitted as a result of senders IP and MAC address match against the dhcp snooping database for the received vlan.

Recommended Action LOG_STD_NO_ACTION

SW_MGR Messages

This section contains segment switch manager messages.

SW_MGR-3

Error Message %SW_MGR-3-CM_ERROR: Connection Manager Error - [chars].

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

Error Message %SW_MGR-3-CM_ERROR_CLASS: Connection Manager Error: Class [chars]: - [chars].

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

Error Message %SW_MGR-3-CM_ERROR_FEATURE: Connection Manager Feature Error: (%s) - %s.

Explanation A segment switch connection manager feature class 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %SW_MGR-3-CM_ERROR_FEATURE_CLASS: Connection Manager Feature Error: Class %s: (%s) - %s.

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

Error Message %SW_MGR-3-FHM_ERROR: SSM Feature Handler Manager Error - %s.

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

Error Message %SW_MGR-3-INVALID_HANDLE: Segment Manager Error - Invalid [chars] handle - [dec].

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

Error Message %SW_MGR-3-INVALID_SEGMENT: Segment Switch Manager Error - Invalid segment - [chars].

Explanation The segment switch manager encountered an invalid segment.

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

Error Message %SW_MGR-3-SM_ERROR: Segment Manager Error - [chars].

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

Error Message %SW_MGR-3-SSM_SEG_ISSU: SSM Segment ISSU: [chars] not supported.

Explanation ISSU of this SSM Segment is not supported.

Recommended Action Not Available.

SW_VLAN Messages

This section contains Virtual LAN (VLAN) manager messages.

SW_VLAN-3

Error Message %SW_VLAN-3-UNAVAILABLE: VLAN Manager synchronization failure with Port Manager over %s

Explanation Due to lack of ready pool space, the VLAN manager dropped a notification from the Port Manager as indicated by 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN-3-UNAVAILABLE: VTP protocol code internal error: %s

Explanation VTP protocol code encountered an unexpected error will processing configuration request, packet, or timer expiration.

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

Error Message %SW_VLAN-3-VLAN_PM_NOTIFICATION_FAILURE: VLAN Manager synchronization failure with Port Manager over %s

Explanation Due to lack of ready pool space, the VLAN manager dropped a notification from the Port Manager as indicated by 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN-3-VTP_PROTOCOL_ERROR: VTP protocol code internal error: %s

Explanation VTP protocol code encountered an unexpected error will processing configuration request, packet, or timer expiration.

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

SW_VLAN-4

Error Message %SW_VLAN-4-BAD_STARTUP_VLAN_CONFIG_FILE: Failed to configure VLAN from startup-config. Fallback to use VLAN configuration file from non-volatile memory

Explanation VLAN software failed to use VLAN configuration from startup-config file. It will fallback to use the binary VLAN configuration file in non-volatile memory.

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

Error Message %SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE: VLAN configuration file contained incorrect verification word: 0x%x

Explanation The VLAN configuration file read by the VLAN manager did not begin with correct value which would indicate a valid VLAN configuration file. Thus, it has been rejected.

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

Error Message %SW_VLAN-4-BAD_VLAN_CONFIGURATION_FILE_VERSION: VLAN configuration file contained unknown file version: %d

Explanation The VLAN configuration file read by the VLAN manager contained an unrecognized file version number. (This may indicate an attempt to regress to an older version of the VLAN manager software.)

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

Error Message %SW_VLAN-4-BAD_VLAN_TIMER_ACTIVE_VALUE: Encountered incorrect VLAN timer active value: %s

Explanation Due to a software error, a VLAN timer was detected active when it should have been inactive or inactive when it should have been active.

Recommended Action Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

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

Error Message %SW_VLAN-4-EXT_VLAN_INTERNAL_ERROR: Extended VLAN manager received an internal error %d from %s: %s

Explanation An unexpected error code was received by the VLAN Manager from the extended VLAN configuration software.

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

Error Message %SW_VLAN-4-IFS_FAILURE: VLAN manager encountered file operation error: call = %s / file = %s / code = %d (%s) / bytes transfered = %d

Explanation The VLAN manager received an unexpected error return from a IOS file system call.

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

Error Message %SW_VLAN-4-STARTUP_EXT_VLAN_CONFIG_FILE_FAILED: Failed to configure extended range VLAN from startup-config. Error %s

Explanation VLAN software failed to use extended VLAN configuration from startup-config file. All extended range VLANs configuration will be lost after system boot up.

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

Error Message %SW_VLAN-4-VLAN_ADD_FAIL: Failed to add VLAN [dec] to vlan database: [chars]

Explanation The specified VLAN could not be added to the VLAN database. The platform may not allow the addition or there may be insufficient memory to expand the VLAN database.

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

Error Message %SW_VLAN-4-VLAN_CREATE_FAIL: Failed to create VLANs [chars]: [chars]

Explanation The specified VLANs could not be created. The VLAN manager called a VLAN database routine to create one or more VLANs, but the port manager failed the VLAN creation requests. A possible cause of this error is that the VLANs already exist in the port manager as internal VLANs.

Recommended Action Check the internal VLAN usage by entering the **show vlan internal usage** command. Unconfigure the feature that occupies the internal VLAN and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

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

Error Message %SW_VLAN-4-VLANMGR_INVALID_DATABASE_DATA: VLAN MANAGER received bad data of type %s: value %d from function %s

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

Error Message %SW_VLAN-4-VTP_DB_INVALID_VLANID: Invalid VLAN ID [dec] found in VTP database download

Explanation An invalid VLAN ID was detected in the VTP database during the download of the VTP configuration file. This condition indicates that the VTP configuration file in NVRAM is corrupted.

Recommended Action Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN-4-VTP_DB_SIZE_CHECK_FAILED: The %s VTP database of length %d cannot be supported by the system

Explanation The VLAN trunking protocol (VTP) database size is larger than the system can support.

Recommended Action Reduce the database size by decreasing the configuration parameters. For example, reduce the size of vlan-names.

Error Message %SW_VLAN-4-VTP_INTERNAL_ERROR: VLAN manager received an internal error %d from vtp function %s: %s

Explanation An unexpected error code was received by the VLAN Manager from the VTP configuration software.

Recommended Action Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN-4-VTP_SEM_BUSY: VTP semaphore is unavailable for function %s. Semaphore locked by %s

Explanation The VTP database is currently locked by another task and is not available. Users should retry the operation sometime later.

Recommended Action Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN-4-VTP_USER_NOTIFICATION: VTP protocol user notification: %s

Explanation VTP protocol code encountered an unusual diagnostic situation which the user should be made aware of.

Recommended Action Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %SW_VLAN-4-VTP_PRIMARY_SERVER_CHG: %e has become the primary server for the %s VTP feature

Explanation The primary server status has changed and the indicated device has become the primary server for the indicated VTP feature.

Recommended Action No action is required.

Error Message %SW_VLAN-4-VTP_SEM_BUSY: VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars]

Explanation The VTP database is currently locked by another task and is not available.

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

SW_VLAN-6

Error Message %SW_VLAN-6-VTP_DOMAIN_NAME_CHG: VTP domain name changed to [chars].

Explanation The VTP domain name was changed through configuration to the name specified in the message. A management domain is the naming scope of a VLAN name. Each VLAN has a name that is unique within the management domain.

Recommended Action This is an informational message only. No action is required.

Error Message %SW_VLAN-6-OLD_CONFIG_FILE_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.

Explanation This message indicates that the VLAN software detected an old version of the VLAN configuration file format. The software was able to interpret the file with no problems but will create files using the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

Recommended Action No action is required.

Error Message %SW_VLAN-6-VTP_MODE_CHANGE: VLAN manager changing device mode from [chars] to [chars].

Explanation Some switch devices must automatically change VTP device modes upon receipt of a VLAN configuration database containing more than a set number of VLANs, depending on the device. This message indicates that such a spontaneous conversion has occurred, what the previous mode was, and what the current mode is. [chars] is the VTP device mode. In VTP server mode, the VLAN manager must record each change of VTP configuration and each change of device configuration relating to VTP (such as mode changes, device domain name changes, and password changes) to non-volatile storage using IFS system calls. If a system call fails, the device must spontaneously convert to the VTP client mode. Call failures are usually the result of a hardware failure of the non-volatile storage system, which may require replacement. Other possible causes include software bugs or, in the case of TFTP storage, a transient network or TFTP server failure.

Recommended Action No action is required.

Error Message %SW_VLAN-6-VTP_PRUNING_CHANGE: VTP Operational Pruning [chars].

Explanation VTP operational pruning has been enabled or disabled as shown in [chars], due to either an administrative pruning change, a VTP mode change, or VTP configuration propagation. To view the reason for the change, enter the **show vtp status** command.

Recommended Action No action is required.

SW_SW-VLAN

Error Message %SW_VLAN_RF-3-CREATE_PROCESS: Switch Vlan RF client failed to create %s process

Explanation Switch Vlan RF client could not create a process, this will cause bulk sync to fail.

Recommended Action Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SW_SP-VLAN

Error Message %SW_VLAN-SP-6-VTP_DOMAIN_NAME_CHG: VTP domain name changed to %s.

Explanation The VTP domain name was changed through configuration to the name specified in the message. A management domain is the naming scope of a VLAN name. Each VLAN has a name that is unique within the management domain.

Recommended Action No action is required.

SW_VLAN_ISSU Messages

This section contains switch VLAN in-service software upgrade (ISSU) messages.

SW_VLAN_ISSU-2

Error Message %SW_VLAN_ISSU-2-GET_BUFFER: Switch Vlan ISSU client failed to get buffer for message. Error: %d (%s)

Explanation The switch VLAN 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN_ISSU-2-INIT: Switch Vlan ISSU client initialization failed to %s. Error: %d (%s)

Explanation The switch VLAN 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. If you still require assistance,

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

Error Message %SW_VLAN_ISSU-2-SEND_NEGO_FAILED: Switch Vlan ISSU client failed to send negotiation message. Error: %d (%s)

Explanation The switch VLAN 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN_ISSU-2-SESSION_NEGO: Switch Vlan ISSU client encountered unexpected client nego_done. Error: %d (%s)

Explanation An ISSU-compliant client transitions through a series of internal states. The switch VLAN 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %SW_VLAN_ISSU-2-SESSION_REGISTRY: Switch Vlan ISSU client failed to register session information. Error: %d (%s)

Explanation The switch VLAN 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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.

SW_VLAN_ISSU-3

Error Message %SW_VLAN_ISSU-3-CAP_INVALID_SIZE: Switch Vlan ISSU client capability list is empty.

Explanation The switch VLAN ISSU client capability exchange list is empty, which is an invalid 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show issu capability entires** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN_ISSU-3-CAP_NOT_COMPATIBLE: Switch Vlan ISSU client capability exchange result incompatible.

Explanation Based on the results of the capability exchange, the switch VLAN ISSU client is not compatible with 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with 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**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN_ISSU-3-INVALID_SESSION: Switch Vlan ISSU client does not have a valid registered session.

Explanation The switch VLAN 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %SW_VLAN_ISSU-3-MSG_NOT_COMPATIBLE_WITH_PEER: 'Message Type %d' is not supported by Switch Vlan ISSU client at peer

Explanation The switch VLAN ISSU client at the peer supervisor is not compatible for this message type. The switch VLAN client will be marked as incompatible with 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN_ISSU-3-MSG_NOT_OK: Switch Vlan ISSU client 'Message Type %d' is not compatible

Explanation The switch VLAN ISSU client received an incompatible message from the peer device. The message cannot be processed.

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN_ISSU-3-MSG_SIZE: Switch Vlan ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

Explanation The switch VLAN ISSU client was unable to calculate the MTU for the specified message. As a result, the client is unable 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %SW_VLAN_ISSU-3-SESSION_UNREGISTRY: Switch Vlan ISSU client failed to unregister session information. Error: %d (%s)

Explanation The switch VLAN 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %SW_VLAN_ISSU-3-TRANSFORM_FAIL: Switch Vlan ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

Explanation The switch VLAN 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 switch VLAN 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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.

SW_VLAN_RF Messages

This section contains switch VLAN redundancy facility (RF) messages.

SW_VLAN_RF-3

Error Message %SW_VLAN_RF-3-CREATE_PROCESS: Switch Vlan RF client failed to create %s process

Explanation The switch VLAN redundancy facility (RF) client could not create a process. As a result, bulk synchronization will fail.

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

SYS Messages

This section contains operating system messages.

SYS--

Error Message %SYS--UNAVAILABLE: Bad pid %d for tty %t

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

SYS-1

Error Message %SYS-1-UNAVAILABLE: CCA Detected System Error, code = %d

Explanation CCA has detected a severe system software error. This condition is usually caused by one of the components using CCA or by the interaction among components using CCA.

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

Error Message %SYS-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Please resolve cooling problem immediately!

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 %SYS-1-UNAVAILABLE: Threshold: %s CPU Utilization(Total/Intr)
%d%/ %d%.

Explanation CPU usage has returned to normal after crossing over from a threshold of high usage. Any process that was disabled during the period of high CPU use can now be enabled.

Recommended Action No action is required.

Error Message %SYS-1-UNAVAILABLE: Threshold: %s CPU Utilization(Total/Intr): %d%%/%d%%, Top 3 processes(Pid/Util): %d/%d%%, %d/%d%%, %d/%d%%

Explanation The system is experiencing high CPU usage, possibly from a process that is using too much CPU. This condition demands immediate attention, or packets or calls may be dropped.

Recommended Action Enter the **show processes CPU** command to determine the CPU hogging process that is causing this condition and, if possible, disable the activity that is causing the CPU hog condition so that CPU utilization is reduced.

SYS-2

Error Message %SYS-2-BAD_BM_ARG: Invalid BM index boolean used as argument ([dec])

Explanation An illegal boolean manager index argument was referenced.

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

Error Message %SYS-2-CHUNKPARTIAL: Attempted to destroy partially full chunk, chunk [hex] .

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

Error Message %SYS-2-CHUNKSIBLINGDEST: Attempted to destroy a sibling chunk %x (%s) .

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

Error Message %SYS-2-FAILEDUPDATE: Failed to update Process id: %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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYS-2-IMMORTAL: Attempt to shut down management process [dec] ([chars]).

Explanation An attempt was made to shut down the specified management 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands, the stack trace, and your pertinent troubleshooting logs.

Error Message %SYS-2-INPUT_GETBUF: Bad getbuffer, bytes= [dec], for interface= [chars]

Explanation The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

Error Message %SYS-2-MMAP: mmap failed for size %d bytes Caller PC 0x%x errno %d

Explanation Failed to allocate memory for the requested size. The memory could not be mapped because there is no memory.

Recommended Action This message may indicate either a logic error in the issuing component or it may indicate that a mmap failed to allocate contiguous memory for the requested size. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-2-NOPID: Process MIB is not aware of Process id: %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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYS-2-NV_BAD_PTR: Bad NVRAM pointer. NV Header values are, nv: %p .textbase: %p .textsize: %d .magic: 0x%X .checksum: 0x%X .system_version: %d .textptr: %p vl_ptr: %p .priv: %p

Explanation A pointer corruption in NVRAM caused a failure in accessing the NVRAM.

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

Error Message %SYS-2-STACKMAGIC: Stackmagic corrupted for process %s, stackstart = %x magic = %x

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-STACKMMAP: Stack allocation mmap for IOStasks failed

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-SYSMEMINFO: System Memory: %luK total, %luK used, %luK free

Explanation This is an auxiliary message to several memory-related messages. It provides system memory information usage.

Recommended Action This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of a previously printed error message.

Error Message %SYS-2-UNAVAILABLE: Bad chunk reference count, chunk %x data %x refcount %x alloc pc %x.

Explanation An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

Recommended Action 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. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message %SYS-2-UNAVAILABLE: Bad chunk reference count, chunk %x data %x.

Explanation An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

Recommended Action 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. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message %SYS-2-UNAVAILABLE: Bad free magic number in chunk header, chunk %x data %x chunk_freemagic %x

Explanation An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

Recommended Action 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. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message %SYS-2-UNAVAILABLE: Bad getbuffer, bytes= %d

Explanation The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized buffer.

Recommended Action When reporting this condition, copy the error message text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Bad getbuffer, bytes= %d, for interface= %s

Explanation The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYS-2-UNAVAILABLE: Bad magic number in chunk header, chunk %x data %x chunkmagic %x chunk_freemagic %x

Explanation An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

Recommended Action 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. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message %SYS-2-UNAVAILABLE: Bad parameter (%d) when calling to the allocator utility

Explanation Illegal parameter is used when called to allocator. may represent data some corruption.

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

Error Message %SYS-2-UNAVAILABLE: Bad pid %d for tty %t

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Bad poolsize returned by the system : %u

Explanation System returns a non-optimal pool size. Need to change pool sizes

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

Error Message %SYS-2-UNAVAILABLE: Bad refcount in %s, ptr=%x, count=%x

Explanation A reference count is used to track the usage of many data structures. A function increments the count when it begins to use a structure and decrements it when it finishes. When the count becomes zero, the data structure is freed. This message indicates that when the count was accessed, it was found to be negative which means that the data structure will not be freed until the system is reloaded.

Recommended Action If this messages recurs, copy it exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Buffer %x already in free pool %s

Explanation A block of memory at the indicated location is corrupt and/or has been erroneously freed twice.

Recommended Action If this message recurs, copy it exactly as it appears and the output of 'show buffer address ' for the given address as well as 'show buffer pool dump' for the given pool. Report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Buffer %x found in pool %x, should be in pool %x

Explanation A software error occurred.

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

Error Message %SYS-2-UNAVAILABLE: Buffer %x linked to itself in free pool %s

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Buffer in list, ptr= %x

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Buffer in list, ptr= %x, caller= %x

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: CCA Detected Logic Error, code = %d

Explanation CCA has detected a severe internal logic error. This condition is usually caused by one of the components using CCA or by the interaction among components using CCA.

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

Error Message %SYS-2-UNAVAILABLE: Can't create process with start address = %x

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 %SYS-2-UNAVAILABLE: Chunk element size is more than 64k for %s

Explanation Chunk manager cannot function properly with big chunk elements

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

Error Message %SYS-2-UNAVAILABLE: Could not expand chunk pool for %s. No memory available

Explanation There is not enough processor memory left to grow this chunk pool.

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

Error Message %SYS-2-UNAVAILABLE: Could not find the sibling to allocate memory from. Chunk %s, total free %d inuse %d.

Explanation An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

Recommended Action 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. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message %SYS-2-UNAVAILABLE: Could not return memory Neutrino via munmap at %lx, size %d errno %d

Explanation Failed to unmap memory memory at the indicated location. The memory could not be unmapped because it was allocated via mmap.

Recommended Action This message may indicate either a logic error in the issuing component or it may indicate that a portion of the memory management structures have been overwritten. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: EXMEM %d: %s

Explanation The requested external memory allocator failed to be initialized. reasons are not clear.

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

Error Message %SYS-2-UNAVAILABLE: Error noticed in the sibling of the chunk %s, Chunk index : %d, Chunk real max : %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 %SYS-2-UNAVAILABLE: Error: %s

Explanation A software Error occurred while decompressing the Image. The actual error is within the string of 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYS-2-UNAVAILABLE: Failed to update Process id: %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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYS-2-UNAVAILABLE: Free a non allocated ptr %x size %d.

Explanation Trying to free a memory which not all of it marked as allocated.

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

Error Message %SYS-2-UNAVAILABLE: Generated configuration not backward compatible

Explanation The router has been configured to generate nonvolatile memory using the commands of an older software version. The current configuration of the router contains a command that cannot be saved using only the older command set.

Recommended Action Allow the router to save the configuration using the command set of the current software version, or remove the commands that cannot be saved using the older command set.

Error Message %SYS-2-UNAVAILABLE: INPUTQ set, but no IDB, ptr=%x

Explanation This message is issued when an attempt is made to alter the input queue count for a packet that should not be counted.

Recommended Action When reporting this condition, copy the text of the message exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Inconsistent counters for chunk : %stotal free %d/%d, total sibs %d/%d, total alloc %d/%d

Explanation System returns a non-optimal pool size. Need to change pool sizes

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

Error Message %SYS-2-UNAVAILABLE: Invalid BM index boolean used as argument (%d)

Explanation An illegal boolean manager index argument was referenced

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

Error Message %SYS-2-UNAVAILABLE: Invalid BM name

Explanation An illegal name string was registered with the BM

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

Error Message %SYS-2-UNAVAILABLE: Invalid chunk header type %d for chunk %x, data %x

Explanation An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

Recommended Action 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. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message %SYS-2-UNAVAILABLE: Killing process %s, associated with line %d

Explanation A process associated with a tty line was killed by another process. The line may go dead

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Killing process %s, pid %d again

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Low-memory debug exception (limit=%u free=%u)

Explanation The router is configured to crash when total available IO memory drops below a specified threshold. That threshold has been reached. This may have occurred due to a memory leak or from supporting additional features.

Recommended Action If you suspect a memory leak, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

Error Message %SYS-2-UNAVAILABLE: Low-memory debug exception (limit=%u free=%u)

Explanation The router is configured to crash when total available processor memory drops below a specified threshold. That threshold has been reached. This may have occurred due to a memory leak or from supporting additional features.

Recommended Action If you suspect a memory leak, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

Error Message %SYS-2-UNAVAILABLE: Memory allocation of %u bytes failed from %x, alignment %d Pool: %s Free: %u Cause: %s Alternate Pool: %s Free: %u Cause: %s

Explanation The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error may have exhausted or fragmented the router's memory.

Recommended Action If you suspect a software error, copy the error message exactly as it appears on the colsole or in the system log, contact your technical support representative, and provide the representative with the gathered information. Otherwise, you may need to add more memory or reduce the number of features you are trying to support.

Error Message %SYS-2-UNAVAILABLE: Memory fragmentation check debug exception (fragment size %u)

Explanation The router is configured to crash when the largest available contiguous IO memory block drops below a specified threshold. That threshold has been reached. This may have occurred due to excessive memory thrashing or from supporting additional features.

Recommended Action If you suspect memory thrashing, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

Error Message %SYS-2-UNAVAILABLE: Memory fragmentation check debug exception (fragment size %u)

Explanation The router is configured to crash when the largest available contiguous processor memory block drops below a specified threshold. That threshold has been reached. This may have occurred due to excessive memory thrashing or from supporting additional features.

Recommended Action If you suspect memory thrashing, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

Error Message %SYS-2-UNAVAILABLE: Memory requested from Null Chunk

Explanation Chunk manager cannot allocate memory from NULL chunks

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

Error Message %SYS-2-UNAVAILABLE: Message from %t(%s): %s

Explanation A user has used the 'send log' command to include a message on the configured logging destinations. Such messages can be used to help tag where user-initiated events occur during debugging.

Recommended Action This message is informational only.

Error Message %SYS-2-UNAVAILABLE: Multiple Signals are sent to a process %d

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: No memory available for %s %d

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 router'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 %SYS-2-UNAVAILABLE: No such process %d

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Process %s has trashed stack, old size %d

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Process MIB is not aware of Process id: %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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYS-2-UNAVAILABLE: Process aborted on invalid signal, signum = %d.

Explanation An attempt was made to send an invalid signal to another process.

Recommended Action If this message occurs more than once, report this message to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Process aborted on watchdog timeout, process = %s.%s

Explanation The indicated process ran for too long without relinquishing control. The system killed it as a runaway process.

Recommended Action This message may be related to a combination of system load and configuration. When reporting this message, copy the message text exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Process creation of %s failed (at level %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 %SYS-2-UNAVAILABLE: Process creation of %s failed (no memory).

Explanation Insufficient memory was available to create a process either while trying to support additional features or due to a memory leak.

Recommended Action A memory leak may be the cause if the system has been running for a while without changing its configuration. If you suspect a leak, then copy this message exactly as it appears and report it to your technical support representative. Otherwise, ensure that more memory is available to support the additional features.

Error Message %SYS-2-UNAVAILABLE: Regular expression access check with bad list %d

Explanation This message indicates that a pointer to an access list is invalid.

Recommended Action The event that caused this message to be issued should not have occurred. It can mean that one or more data structures have been overwritten. If this message recurs, and you decide to report it to your technical representative, you should copy the text of the message exactly as it appears and include the associated stack trace. Since access list corruption may have occurred, a technical representative should verify that access lists are functioning correctly.

Error Message %SYS-2-UNAVAILABLE: Root chunk need to be specified for %x

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 %SYS-2-UNAVAILABLE: Stack allocation mmap for IOStasks failed

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Stackmagic corrupted for process %s, stackstart = %x magic = %x

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: System Crashed, Writing Core....

Explanation The system has crashed because of an exception, A core is being generated

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

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

Error Message %SYS-2-UNAVAILABLE: System Memory: %luK total, %luK used, %luK free

Explanation This is an auxiliary message to several memory-related messages. It provides system memory information usage.

Recommended Action This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of a previously printed error message.

Error Message %SYS-2-UNAVAILABLE: Task hung with blocking disabled, value = 0x%x.

Explanation The indicated process has exceeded the time limit for which it may relinquish control with blocking disabled.

Recommended Action This message may be a result of high loads. If it recurs, copy the text exactly as it appears and report it, along with the associated stack trace to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: Trying to set unknown special character %d to %d

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: mmap failed for size %d bytes Caller PC 0x%x errno %d

Explanation Failed to allocate memory for the requested size. The memory could not be mapped because there is no memory.

Recommended Action This message may indicate either a logic error in the issuing component or it may indicate that a mmap failed to allocate contiguous memory for the requested size. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-2-UNAVAILABLE: pthread_mutex_lock failed for %s

Explanation The thread failed in pthread_mutex_lock while trying to acquire a mutex.

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

SYS-3

Error Message %SYS-3-BADRESID: Clock hardware returned bad residual [dec].

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 %SYS-3-CHUNK_NO_EXMEM: No handler to [chars] external memory.

Explanation An attempt was made to allocate or free a chunk of external memory, but no handler for managing external memory was registered.

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

Error Message %SYS-3-INVMEPID: Invalid pid %d in block: %x

Explanation There has been attempt to allocate memory on behalf of an invalid 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYS-3-LOGGER_DROPPED: System dropped %d console debug messages.

Explanation Debugging or informational messages are being generated faster than they can be displayed on the console. The messages can not be guaranteed to be seen so this message replaces the lost messages.

Recommended Action Consider using conditional debugging or turning off console logging.

Error Message %SYS-3-MEMSEMFAIL: Mempool semaphore creation failed for [chars]

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

Error Message %SYS-3-PREEMPTSUSP: Suspending a preemptive process [chars]

Explanation A preemptive process attempted a suspend, which is not allowed because they are expected to finish their work as quickly as possible and go back to idle 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYS-3-PROCSEMFAIL: Process semaphore creation for preemptive processes failed.

Explanation Creation of a process function semaphore to protect the critical section of the process create routine has failed. The semaphore creation can fail if there is not enough chunk memory to create the event structure.

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

Error Message %SYS-3-UNAVAILABLE: Cannot start timer (%#x) with negative offset (%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 %SYS-3-UNAVAILABLE: Clock hardware returned bad residual %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 %SYS-3-UNAVAILABLE: Corrupt block at %x (magic %08x)

Explanation The free memory pool is corrupt. An inconsistency was detected in the free memory pool.

Recommended Action 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. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message %SYS-3-UNAVAILABLE: Corrupt free block at %x (magic %08x)

Explanation A block of memory at the indicated location is corrupt. An inconsistency was detected while checking the free memory area.

Recommended Action 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. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message %SYS-3-UNAVAILABLE: Couldn't add process process pid %d to resource group %x, Cause: %s

Explanation An attempt to create a resource group failed at the indicated location

Recommended Action This message may indicate either a logic error in the issuing component or may be due to a low memory condition as specified in the Cause. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Couldn't delete process process pid %d from resource group Cause: %s

Explanation An attempt to remove a process from a resource group failed at the indicated location

Recommended Action This message indicates a logic error in the issuing component. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Couldn't destroy resource group %x, Cause: %s

Explanation An attempt to destroy a resource group failed at the indicated location

Recommended Action This message indicates a logic error in the issuing component. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Crashinfo subsys initialization did not add registry crashinfo_get_default_file_name.

Explanation In order to figure out the device which the crashinfo writes to, the crashinfo subsys has to add the registry crashinfo_get_default_file_name.

Recommended Action Use Topic to search for a similar DDTS. If you find none, write a DDTS for this problem. This SHOULD never happen - it is an indication of a bug elsewhere in the code.

Error Message %SYS-3-UNAVAILABLE: Failed to parse boot command:%s Error:%d

Explanation Boot configuration failed to parse when copied to startup-config. Most likely reason would be syntax errors in the boot configuration.

Recommended Action Decode the traceback and check configuration file for the boot commands. Boot commands are sandwiched between boot-start-marker and boot-end-marker

Error Message %SYS-3-UNAVAILABLE: Function %s: value %#x passed in parameter %s

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 %SYS-3-UNAVAILABLE: Illegal printing attempt from interrupt level.

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 %SYS-3-UNAVAILABLE: Invalid memory action (%s) at interrupt level

Explanation This message indicates that a memory allocation or deallocation was attempted from an interrupt handler.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Invalid pid %d in block: %x

Explanation There has been attempt to allocate memory on behalf of an invalid process.

Recommended Action Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at:

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please copy the text of the message exactly as it appears; include the stack trace, any additional related failure data and the output of the command **show tech-support** and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Mempool semaphore creation failed for %s

Explanation This message indicates that the semaphore creation for the specified mempool failed.

Error Message %SYS-3-UNAVAILABLE: No handler to %s external memory.

Explanation An attempt was made to allocate or free a chunk of external memory, but no handler for managing external memory was registered.

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

Error Message %SYS-3-UNAVAILABLE: No space remaining to save private config

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 %SYS-3-UNAVAILABLE: Nonvolatile storage write error; configuration failed

Explanation The write of the nonvolatile configuration failed.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Null IDB in %s

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Overflow in %s, chars %d, buffer size %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 %SYS-3-UNAVAILABLE: Process %s top-level routine exited

Explanation An internal software error occurred

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Process has no associated tty (in %s).

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 %SYS-3-UNAVAILABLE: Process semaphore creation for preemptive processes failed.

Explanation Creation of process function semaphore to protect the critical section of process create routine failed. The semaphore creation can fail if there isnt enough chunk memory to create the event structure.

Error Message %SYS-3-UNAVAILABLE: Questionable reset of process %d on tty%t

Explanation A process was reset without giving it a chance to clean itself up.

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

Error Message %SYS-3-UNAVAILABLE: Removed a non-empty list(%x, name: %s), having %lu elements

Explanation A non-empty list should not be destroyed. If it happens, there is a possibility that all elements enqueued into the list will never be deallocated. This message reports that a non-empty list got destroyed.

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

Error Message %SYS-3-UNAVAILABLE: Requested memory thresholding operation on resource group failed Resource Group handle: %x, Cause: %s

Explanation The message indicates that a request to Set/Get memory thresholding data or enable/disable thresholding failed in the indicated location

Recommended Action This message indicates a logic error in the issuing component as specified in the Cause. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Resource group creation failed, Cause: %s

Explanation An attempt to create a resource group failed at the indicated location

Recommended Action This message may indicate either a logic error in the issuing component or may be due to a low memory condition. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Same tty%t in linewatch_timers, type %d

Explanation A tty appeared twice in a timer list where it should have only appeared once.

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

Error Message %SYS-3-UNAVAILABLE: Storing of console terminal control settings failed

Explanation This occurs during console initialization, the retrieving and storing of console terminal control settings soon after initialization fails

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

Error Message %SYS-3-UNAVAILABLE: System cannot release chunk memory.

Explanation The system was not able to destroy a previously allocated chunk of memory.

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

Error Message %SYS-3-UNAVAILABLE: System dropped %d console debug messages.

Explanation Debugging or informational messages are being generated faster than they can be displayed on the console. The messages can not be guaranteed to be seen so this message replaces the lost messages.

Recommended Action Consider using conditional debugging or turning off console logging.

Error Message %SYS-3-UNAVAILABLE: System pausing to ensure console debugging output.

Explanation Debugging or informational messages are being generated faster than they can be displayed on the console. In order to guarantee that they can be seen, the rest of the system is paused until the console output catches up. This can break time-critical behavior, such as maintaining an ISDN link.

Recommended Action Consider using conditional debugging, turning off console logging, or using the o logging console guaranteed command, or turning off link-state messages for some interfaces

Error Message %SYS-3-UNAVAILABLE: System reloading, unable to complete startup configuration update

Explanation Startup configuration updation is already in progress and reload has been called either from interrupt level or with all interrupts disabled. Reload can not suspend to let startup configuration updation get completed. Startup configuration may get corrupted.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-3-UNAVAILABLE: System running-config write error; configuration failed

Explanation The write of the system running configuration failed.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: System was paused for %TE to ensure console debugging output.

Explanation Debugging or informational messages are being generated faster than they can be displayed on the console. In order to guarantee that they can be seen, the rest of the system was paused until the console output catches up. This can break time-critical behavior, such as maintaining an ISDN link.

Recommended Action Consider using conditional debugging, turning off console logging, or using the o logging console guaranteed command, or turning off link-state messages for some interfaces

Error Message %SYS-3-UNAVAILABLE: TTY%t: Managed Timer(s) %s still running

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

Error Message %SYS-3-UNAVAILABLE: Task is running for (%d)msecs, more than (%d)msecs (%d/%d), process = %s.%s

Explanation The indicated process ran too long without relinquishing the processor. Each process should run for a small amount of time and then relinquish the CPU so that other processes can run. This problem can be caused by many things like traffic or system load, hardware or operational configuration, a configuration change, initialization (of many interfaces, cards or ports for example), a high momentary error rate, a sustained abnormal condition or many other conditions.

Recommended Action If you suspect a software error, copy the error message exactly as it appears on the console or in the system log, contact your technical support representative, and provide the representative with the gathered information.

Error Message %SYS-3-UNAVAILABLE: Timer callback ran long, PC = %x.

Explanation The indicated callback routine ran for too long without relinquishing the processor.

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

Error Message %SYS-3-UNAVAILABLE: Unknown socket protocol %d

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: Unknown stack. Process: %s

Explanation An internal error occurred when running the garbage detector

Recommended Action Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at: <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please issue a show tech and contact your technical support representative with the gathered information.

Error Message %SYS-3-UNAVAILABLE: Unknown stack. Process: %s

Explanation An internal error occurred when running the memory leak detector

Recommended Action Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at: <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please issue a show tech and contact your technical support representative with the gathered information.

Error Message %SYS-3-UNAVAILABLE: Variable %s not set properly in the routine %s.

Explanation The write of the nonvolatile configuration failed because an internal variable was not set properly.

Recommended Action If this messages occurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-3-UNAVAILABLE: cannot open file for reading '%s'

Explanation The URL for the cannot be opened for reading.

Recommended Action Check for proper Uniform Resource Locator syntax and for read permission and retry.

Error Message %SYS-3-UNAVAILABLE: cannot set TCL interpreter variable '%s' to '%s': '%s'

Explanation The value could not be passed to the TCL interpreter

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

Error Message %SYS-3-UNAVAILABLE: heap timer at 0x%x has not been initialized

Explanation A heap timer has not been initialized

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

Error Message %SYS-3-UNAVAILABLE: heap timer at 0x%x in state %d

Explanation A heap timer has not been initialized

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

Error Message %SYS-3-UNAVAILABLE: redirection url write failed '%s'

Explanation Redirection of output to URL failed.

Recommended Action Check for free space on destination URL and retry.

Error Message %SYS-3-UNAVAILABLE: timer heap at 0x%x needed to expand, but hasn't

Explanation A timer heap should have expanded, but has not

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

SYS-4

Error Message %SYS-4-UNAVAILABLE: %s while processing the input regular expression. Aborting processing, use alternate regular expression. Input regular expression: %s

Explanation Regular expression processing limitation: Certain regular expressions require huge stack space for processing or can lead to processing timeouts. We abort processing such regular expressions and print this message to avoid stack overflow/unexpected reload.

Recommended Action The regular expression specified leads to stack overflow/processing timeout of the indicated process. Recommended to use a different regular expression.

Error Message %SYS-4-UNAVAILABLE: %s is seeing %s cpu util %u%% at %s level more than the configured %s limit %u %%

Explanation The system is experiencing high CPU usage, possibly from a process that is using too much CPU. This condition demands immediate attention, or packets or calls may be dropped. CPURESRISE notifications should be matched with the corresponding CPURES FALLING/CPURES UNAPPLY notification.

Recommended Action No action is required

Error Message %SYS-4-UNAVAILABLE: %s.

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-4-UNAVAILABLE: An nvram checksum is already in progress

Explanation User attempted multiple nvram operations at the same time. If not at interrupt, the system will attempt the nvram operation again.

Recommended Action Nothing - unless the command fails; in which case, the command needs to be attempted again.

Error Message %SYS-4-UNAVAILABLE: An nvram checksum is already in progress; the nvram checksum from interrupt cannot be serviced

Explanation An interrupt service routine attempted to perform a checksum on the nvram contents and found the resource in use.

Recommended Action Nothing - unless the command fails; in which case, the command needs to be attempted again.

Error Message %SYS-4-UNAVAILABLE: Attempt via SNMP failed, system shutdown not configured

Explanation SNMP cannot be used to reload the router unless this functionality has been previously configured. This message reports that an attempt to reload the router failed because SNMP reloads are not currently configured on the router.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-4-UNAVAILABLE: Configuration from version %d.%d may not be correctly understood

Explanation The software detected that the configuration saved in memory was written by a newer version of software. There might be commands saved in memory that are not implemented by the older software version.

Recommended Action Examine all the messages printed while the router was booting. For each message about an unknown command, determine whether that feature is required. If so, upgrade to a newer version of software that supports that feature.

Error Message %SYS-4-UNAVAILABLE: Configuration needs to be truncated to fit into nvram

Explanation The software detected that the configuration is to be truncated to fit in the nvram. There was not enough space to save the compressed configuration

Recommended Action Save the configuration to flash if the platform supports boot config nvbypass command.

Error Message %SYS-4-UNAVAILABLE: External memory allocation of %d bytes failed from EXMEM %d

Explanation The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the router's memory.

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

Error Message %SYS-4-UNAVAILABLE: Free Memory has dropped below low watermark Pool: %s Free: %lu freemem_lwm: %lu

Explanation The memory pool specified in the error message is experiencing a low-memory condition. The amount of free memory available in the specified memory pool has dropped below the configured low-memory limit.

Recommended Action No action is required

Error Message %SYS-4-UNAVAILABLE: Non config data present at the end of nvram is corrupted

Explanation The software detected that the configuration saved into nvram has overlaid a part of the nvram occupied by non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

Recommended Action Compress the configuration and store or copy to flash as appropriate

Error Message %SYS-4-UNAVAILABLE: Non config data present at the end of nvram needs to be overwritten to fit the configuration into nvram

Explanation The software detected that the non config data files occupying the end of nvram need to be overwritten to fit the configuration. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

Recommended Action Compress the configuration and store or copy to flash as appropriate

Error Message %SYS-4-UNAVAILABLE: Running invalid image for platform!

Explanation The software image being run is for a different hardware architecture. This problem can occur on a Cisco 1003, Cisco 1004, or Cisco 1005. The Cisco 1003 and Cisco 1004 use a different image from the Cisco 1005.

Recommended Action Install the correct software image.

Error Message %SYS-4-UNAVAILABLE: SNMP WriteNet request. Writing current configuration to %i

Explanation SNMP is writing the current configuration to a network host.

Recommended Action These are notification messages only. No action is required.

Error Message %SYS-4-UNAVAILABLE: SNMP hostConfigSet request. Loading configuration from %i

Explanation SNMP is reading the host configuration from a network host.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-4-UNAVAILABLE: SNMP netConfigSet request. Loading configuration from %i.

Explanation SNMP is reading the network configuration from a network host.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-4-UNAVAILABLE: SNMP system message request %d denied because of pending job

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 %SYS-4-UNAVAILABLE: System config parse from (%s) failed

Explanation The configuration file from the URL specified in the error message could not be read.

Recommended Action Enter the **no service config** command to disable autoloading of configuration files OR investigate why the tftp load is failing.

Error Message %SYS-4-UNAVAILABLE: The configuration could not be locked

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 %SYS-4-UNAVAILABLE: Truncated configuration to %ld bytes from %ld bytes

Explanation The software detected that the configuration saved into nvram has been truncated. There was not enough space to save the compressed configuration.

Recommended Action Save the configuration to flash if the platform supports boot config command.

Error Message %SYS-4-UNAVAILABLE: Unable to initialize the geometry of nvram

Explanation The software detected that it failed to initialize the nvram block geometry, a part of the nvram to host non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload. This may happen when the entire nvram is packed with the configuration and the newer version of software which supports this feature, could not find the minimum room in the nvram to initialize block file system.

Recommended Action Reduce the configurations in the nvram atleast by 2K

Error Message %SYS-4-UNAVAILABLE: Update to memory leak detector on free of 0x%x failed, CLI output is unreliable

Explanation managed chunk malloc to store the range that is freed while memory leak detector is in progress failed. Hence memory leak detector will not be updated of this free and this can be reported as leak which is false.

Recommended Action Ignore the output of show memory debug leaks.. if system is in low memory condition else perform a bug toolkit search on the web for existing bugs related to this error message, if none found, contact TAC for this problem providing show version and show memory statistics output.

Error Message %SYS-4-UNAVAILABLE: sanity check failed for string %s

Explanation The owner of this string must have freed their structure without letting the string database know

Recommended Action No action is required

SYS-5

Error Message %SYS-5-UNAVAILABLE: Scheduled reload cancelled at %s

Explanation A scheduled reload that was requested for the router has been cancelled.

Recommended Action No action is required.

Error Message %SYS-5-UNAVAILABLE: %s table %s damaged: %s.

Explanation An internal table entry became corrupt.

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

Error Message %SYS-5-UNAVAILABLE: Configuration file %s accepted, aborting setup

Explanation A configuration was accepted over the network, so the setup session will be aborted.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-5-UNAVAILABLE: Configured from %s

Explanation The router's configuration was changed.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-5-UNAVAILABLE: Configured from %s by %s

Explanation The router's configuration was changed.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-5-UNAVAILABLE: Flow-control threshold on module %d has exceeded the default value. Threshold will be set to lower value

Explanation The FIFO threshold values are monitored for flow-control. When the threshold value exceeds the default, the value is set to new (lower) value

Recommended Action LOG_STD_NO_ACTION

Error Message %SYS-5-UNAVAILABLE: Free Memory has recovered above low watermark
Pool: %s Free: %lu freemem_lwm: %lu

Explanation The memory pool specified in the error message has recovered from a low-memory condition and the free memory in that pool is now above the configured low-memory limit.

Recommended Action No action is required

Error Message %SYS-5-UNAVAILABLE: Nonvolatile storage configured from %s

Explanation The configuration was written successfully.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-5-UNAVAILABLE: Nonvolatile storage configured from %s by %s

Explanation The configuration was written successfully.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-5-UNAVAILABLE: Privilege level set to %d by%s%s

Explanation The privileged mode is enabled or the privilege level is changed; therefore, the associated , and information will be logged.

Recommended Action This is a notification message only. No action is required. To disable this particular logging feature, issue the **no logging userinfo** command from the global configuration mode.

Error Message %SYS-5-UNAVAILABLE: Reload requested for %s

Explanation A scheduled reload has been requested for the router.

Recommended Action No action is required.

Error Message %SYS-5-UNAVAILABLE: Reload requested%s

Explanation A reload or restart was requested.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-5-UNAVAILABLE: Switchover requested

Explanation A switchover was requested.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-5-UNAVAILABLE: Switchover requested%s

Explanation A switchover was requested.

Recommended Action This is a notification message only. No action is required.

Error Message %SYS-5-UNAVAILABLE: System restarted -- %s

Explanation A reload or restart was requested.

Recommended Action This is a notification message only. No action is required.

SYS-6

Error Message %SYS-6-UNAVAILABLE: %#x: %#x %#x %#x %#x

Explanation This is an auxiliary message to several memory-related messages. It provides a raw display of the information in the header of a corrupted data block.

Recommended Action This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

Error Message %SYS-6-UNAVAILABLE: %d queue error messages have been dropped

Explanation Some queue error messages were dropped due to message buffer full.

Recommended Action This is an informational message. There should have been other queue related error messages before this one. Report those earlier messages to your technical support representative.

Error Message %SYS-6-UNAVAILABLE: %s %s.

Explanation A configured boot system command failed.

Recommended Action If a system image was eventually loaded, no action is recommended. If the system image did not load as configured, send a log file and configuration information to your technical support representative.

Error Message %SYS-6-UNAVAILABLE: %s packet %x has a zero reference count, freeing pid = %x, freeing pc = %x %s.

Explanation Provides additional information about original freer of packet.

Recommended Action If this messages recurs, copy it exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message %SYS-6-UNAVAILABLE: %s%s is no longer monitoring %s cpu at %s level for the configured %s limit.

Explanation CPU usage is no longer monitored for the configured threshold level mentioned in the error message. The corresponding policy is revoked.

Recommended Action No action is required

Error Message %SYS-6-UNAVAILABLE: %s%s is no longer seeing %s high cpu at %s level for the configured %s limit %u%%, current value %u%%

Explanation CPU usage has returned to normal after crossing over from a threshold of high usage. Any process that was disabled during the period of high CPU use can now be enabled.

Recommended Action No action is required

Error Message %SYS-6-UNAVAILABLE: %s: addr, pc ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC

Explanation This is an auxiliary message to several memory-related messages. It provides the address of the memory block and the calling program counter for the last eight blocks allocated and for the last eight blocks freed.

Recommended Action This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of a previously printed error message.

Error Message %SYS-6-UNAVAILABLE: %sblk %x, words %u, alloc %x, %s, dealloc %x, rfcnt %x

Explanation This is an auxiliary message to several memory-related messages. It provides a formatted display of some of the information in the header of a corrupted data block.

Recommended Action This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

Error Message %SYS-6-UNAVAILABLE: Bridging software not present

Explanation Your system is not configured to be a bridge.

Recommended Action Configure the bridging software.

Error Message %SYS-6-UNAVAILABLE: Logging of buginf debugs was %s

Explanation All calls to debugging have been disabled in Cisco IOS software as a result the user entering the **no logging buginf** command. This command is used to avoid a situation where a large amount of debugging calls might overload the processor (CPU hog condition). This condition differs from the use of the **undebbug all** command in that all debugging calls have been disabled in the Cisco IOS software. No debug reporting is available, even if debugging is enabled. Note that even though debugging has been completely disabled in the system, other message reporting, including error reporting, is still available.

Recommended Action This is an informational message only. No action is required.

Error Message %SYS-6-UNAVAILABLE: Logging to host %s%s%s

Explanation Syslog logging to specified server or host(vrf) has started or stopped

Recommended Action LOG_STD_NO_ACTION

Error Message %SYS-6-UNAVAILABLE: Messages above this line are from the boot loader.

Explanation At least one informational or error message was printed by the boot loader.

Recommended Action If the system image was loaded, no action is recommended. If the system image did not load as configured, send a log file and configuration information to your technical support representative.

Error Message %SYS-6-UNAVAILABLE: Process %s just finished executing

Explanation This message is an auxiliary to the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages. It identifies the process or process fragment that was executing when the error occurred.

Recommended Action Copy this messages exactly as it appears, and report it, along with the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages, to your technical support representative.

Error Message %SYS-6-UNAVAILABLE: Reserve memory is being created

Explanation A portion of memory is reserved exclusively for console

Recommended Action The console access is made available even in low memory condition. User can collect the details like tech-support for further diagnosis

Error Message %SYS-6-UNAVAILABLE: Reserve memory is being used

Explanation The reserved memory is being used by the console

Recommended Action The system is low in memory. The reserved memory will be used only by the console process. Please take a techsupport so that the reason for low memory can be found

Error Message %SYS-6-UNAVAILABLE: Scheduler test %#x (for %s) just executed

Explanation This message is an auxiliary to the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages. It identifies the process or process fragment that was executing when the error occurred.

Recommended Action Copy this message exactly as it appears, and report it, along with the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages, to your technical support representative.

Error Message %SYS-6-UNAVAILABLE: Stack for %s %s running low, %d/%d

Explanation An internal software error occurred.

Recommended Action If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

Error Message %SYS-6-UNAVAILABLE: System clock has been updated from %s to %s, configured from %s by %s.

Explanation This message indicates that the system clock has been modified.

Recommended Action This is informational message.

Error Message %SYS-6-UNAVAILABLE: Time since last reboot not available

Explanation This is an informational message for the user. The time taken for the router to come up after OIR is not available.

Recommended Action No action required.

Error Message %SYS-6-UNAVAILABLE: Time taken to reboot after reload = %-4d seconds

Explanation This is an informational message for the user. This provides the time taken for the router to come up after reload or crash. The time is actually the difference between the last crash and a successive boot. If autoboot was not set, and router is in rommon for a long time, then the reload time shown could be large.

Recommended Action No action required.

Error Message %SYS-6-UNAVAILABLE: boot system %s command is skipped

Explanation A configured boot system command is skipped. Either the system experienced a crash while loading this image in the last attempt or the filename is not properly specified. Subsequent boot system commands will be tried

Recommended Action Replace the failed boot system image with a good one. There could be various reasons that this specified image failed, for example the image might be with a bad checksum.

SYS-7

Error Message %SYS-7-UNAVAILABLE: ESM shutdown

Explanation The Embedded Syslog Manager has been shut down

Recommended Action LOG_STD_NO_ACTION

Error Message %SYS-7-UNAVAILABLE: Initialized the geometry of nvram

Explanation Initialized the nvram block geometry, a part of the nvram to host non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

SYS-SP

SYS-SP-3

Error Message %SYSCTLR-3-UNAVAILABLE: Health monitoring setup failed on shelf_id %d

Explanation Health monitor failed to setup the monitoring command on that particular shelf

Error Message %SYSCTLR-3-UNAVAILABLE: Invalid parameter/mangled pointer routine:
%s, file: %s, line: %d

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message %SYSCTLR-3-UNAVAILABLE: No context associated with the expired SDP timer

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message %SYSCTLR-3-UNAVAILABLE: SDP packet received by system controller contained invalid version number.

Explanation Check that shelf is running compatible version of SDP

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message %SYSCTLR-3-UNAVAILABLE: SDP packet with duplicate shelf-id %d received from %s, already discovered shelf located at %s

Explanation Two shelves with same shelf-id are configured in the system.

Recommended Action Change the shelf-id for one of the shelf.

Error Message %SYSCTLR-3-UNAVAILABLE: Shelf id protocol error

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message %SYSCTLR-3-UNAVAILABLE: Unable to send message %d to process with pid %d.

Explanation Most likely the performance collector process has terminated.

Error Message %SYSCTLR-3-UNAVAILABLE: socket bind failed

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message %SYSCTLR-3-UNAVAILABLE: socket open failed

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message **SYSCTLR-4** %SYSCTLR-4-UNAVAILABLE: Configuration for the shelf %d located %i changed

Explanation SDP protocol on system controller has detected that a particular shelf configuration has changed.

Error Message %SYSCTLR-4-UNAVAILABLE: Hello packet from shelf %d not received, shelf removed.

Explanation No SDP hello packets were received from the particular shelf, this could indicate that particular router shelf is down or is mis-configured.

Error Message %SYSCTLR-4-UNAVAILABLE: Local time %s %s on shelfid %d is not active, resetting monitor_type %d

Explanation Health monitor setup commands polling information. If you see this message shows up every ten minutes, that means health monitor is not able to set that corresponding entry on that shelf.

Error Message %SYSCTLR-4-UNAVAILABLE: Shelf %d located %i reloaded

Explanation SDP protocol on system controller has detected that a particular shelf has reload.

Error Message %SYSCTLR-4-UNAVAILABLE: Shelf %d located at address %i removed.

Explanation SDP protocol on system controller didn't receive hello packets from particular shelf.

Error Message %SYSCTLR-4-UNAVAILABLE: Shelf %d not reachable via SNMP

Explanation Shelf indicated above is not responding to SNMP requests.

Recommended Action Check the snmp configuration for the above shelf and also check correct community string is specified in configuration command system-controller community on the system controller.

SYSCTLR-5

Error Message %SYSCTLR-5-UNAVAILABLE: MD5 digest does not match, SDP packet received from, %i rejected

Explanation A SDP hello packet was received from shelf, which is not trusted.

Recommended Action Either specify the correct SDP password and/or destination on the shelf from which this message was received.

SYSCTLR-6

Error Message %SYSCTLR-6-UNAVAILABLE: Communication with shelf %d located at address %i

Explanation SDP protocol on system controller has detected a particular shelf.

Error Message %SYSCTLR-6-UNAVAILABLE: Found Shelf %d with an invalid IP address %s

Explanation System Controller found a Shelf with an invalid ip address

Recommended Action Check the IP address set on the Shelf

Error Message %SYSCTLR-6-UNAVAILABLE: Shelf %d discovered located at address %i

Explanation SDP protocol on system controller has detected a particular shelf.

SYSLOGD Messages

This section contains system logging (SYSLOG) messages.

SYSLOGD-3

Error Message %SYSLOGD-3-DROPPED_MESSAGES: A total of [int] messages have been dropped by the syslog daemon, due to [chars]

Explanation The syslogd process has dropped received messages. The syslogd process may be receiving too many messages to process before the buffer fills, or it may have received a message for which there was insufficient memory available. In either case, there may be a bug in the sending 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SYSLOG_SERVER-3

Error Message %SYSLOG_SERVER-3-UNAVAILABLE: Failed to add Syslog file %s, maximum Syslog files %d.

Explanation Exceeded the maximum Syslog files allowed.

Error Message %SYSLOG_SERVER-3-UNAVAILABLE: Failed to create a Syslog file.

Explanation Failed to create a Syslog file.

Recommended Action There is probably no PCMCIA disk on slot0 on the System Controller. Please check to see if it is not a PCMCIA Flash

Error Message %SYSLOG_SERVER-3-UNAVAILABLE: Failed to open %s.%d syslog file.

Explanation Failed to open a syslog file. One or more of the subfiles may have been deleted or there is no PCMCIA disk

Recommended Action You may not be having a PCMCIA disk in slot0 on the System Controller. Please check to see if it is not a PCMCIA Flash. If one or more of the subfiles is missing, then they will be automatically restored when the current file reaches its capacity and gets archived

Error Message %SYSLOG_SERVER-3-UNAVAILABLE: Failed to read a file.

Explanation Failed to read a file.

Error Message %SYSLOG_SERVER-3-UNAVAILABLE: Failed to write a syslog file.

Explanation Failed to write a syslog file.

Error Message %SYSLOG_SERVER-3-UNAVAILABLE: Illegal file system %s.

Explanation Illegal file system.

Error Message %SYSLOG_SERVER-3-UNAVAILABLE: Parsing file error.

Explanation The Router is not configured to timestamp all the log messages

Recommended Action Please configure your router with appropriate commands to timestamp the log messages. Eg: service timestamps

Error Message %SYSLOG_SERVER-3-UNAVAILABLE: Unknown command or device name, or unable to find device address.

Explanation Unknown command or device name, or unable to find device address.

SYSLOG_SERVER-4

Error Message %SYSLOG_SERVER-4-UNAVAILABLE: No configuration change.

Explanation There is no configuration change to the syslog-server

Error Message %SYSLOG_SERVER-4-UNAVAILABLE: No memory left.

Explanation No memory left.

Recommended Action The System Controller is running very low on memory.

Error Message %SYSLOG_SERVER-4-UNAVAILABLE: No syslog file.

Explanation No syslog file.

Error Message %SYSLOG_SERVER-4-UNAVAILABLE: Syslog file [%s] exists.

Explanation You may have issued a directory name that already exists on the PCMCIA disk.

Recommended Action Please check to see if the directory name you supplied already exists on the PCMCIA disk and re-enter a different one

Error Message %SYSLOG_SERVER-4-UNAVAILABLE: syslog records do not appear to be timestamped.

Explanation This may be a result of not turning the service timestamp command.

Recommended Action Please turn the service timestamps log datetime command on your router. This will cause the system to timestamp debugging or logging messages. Use atleast datetime.

SYSMGT_RPC-3

Error Message %SYSMGT_RPC-3-UNAVAILABLE: SYSMGT RPC - IPC %s %s failed (%s)

Explanation System Management Remote Procedure Call operation failure. Request for information from the CIP card will not be processed.

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

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

Error Message %SYSMGT_RPC-3-UNAVAILABLE: SYSMGT RPC - NETMGT Event: %s (%d)

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

Error Message %SYSMGT_RPC-3-UNAVAILABLE: SYSMGT RPC - RPC %s %s failed (%s %d)

Explanation System Management Remote Procedure Call operation failure. Request for information from the CIP card will not be processed.

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

SYSMGR Messages

This section contains system manager messages.

SYSMGR-3

Error Message %SYSMGR-3-ABNORMTERM: [chars]:[dec] (jid [dec]) abnormally terminated, [chars]

Explanation A process was abnormally terminated.

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

Error Message %SYSMGR-3-ERROR: [chars]:[dec] (jid [dec]) [chars] ([chars])

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

SYSMGR-6

Error Message %SYSMGR-6-ERROR_EOK: [chars]:[dec] (jid [dec]) [chars]

Explanation The system manager server has encountered 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. If you still require assistance,

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

Error Message %SYSMGR-6-RESTART: Restarting process [chars] by [chars]

Explanation A process was restarted through the CLI.

Recommended Action This is an informational message only. No action is required.

SYSMGR_PLATFORM Messages

This section contains Cisco Catalyst 6000 system manager process messages.

SYSMGR_PLATFORM-5

Error Message %SYSMGR_PLATFORM-5-WAIT_RP: Waiting RP to complete crashinfo and core file collection

Explanation Sysmgr.proc process is waiting for the RP to signal the end of crashinfo or core file collection.

Recommended Action This is an informational message only. No action is required.

SYSTEM_BUS_ASIC Messages

This section contains System Bus Translator ASIC messages.

SYSTEM_BUS_ASIC-3

Error Message %SYSTEM_BUS_ASIC-3-INTR_FATAL: SYSTEM BUS ASIC [dec]: recoverable interrupt [chars]

Explanation The System Bus Translator ASIC detected an unexpected interrupt condition. This message indicates a hardware failure or malfunction. The system will reload to fix the problem.

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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %SYSTEM_BUS_ASIC-3-INTR_RECOVERY: SYSTEM BUS ASIC [dec]: recoverable interrupt [chars]

Explanation The System Bus Translator ASIC detected an unexpected interrupt condition.

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

Error Message %SYSTEM_BUS_ASIC-3-INTR_RESET: SYSTEM BUS ASIC [dec]: was reset

Explanation The System Bus Translator ASIC was reset as part of the system recovery sequence.

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

Error Message %SYSTEM_BUS_ASIC-3-INTR_STATS_RECOVERY: SYSTEM BUS ASIC [dec]: Recoverable Interrupt warning [chars]

Explanation The System Bus Translator ASIC detected an unexpected condition in the statistics collection 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %SYSTEM_BUS_ASIC-3-INTR_WARN: SYSTEM BUS ASIC [dec]: Non-fatal Interrupt warning [chars]

Explanation The System Bus Translator ASIC detected an unexpected nonfatal condition.

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

Error Message %SYSTEM_BUS_ASIC-3-INTR_WARN_TYPE2: SYSTEM BUS ASIC [dec]: Non-fatal interrupt Warning [chars] error code [dec]

Explanation The System Bus Translator ASIC detected an unexpected nonfatal condition.

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

Error Message %SYSTEM_BUS_ASIC-3-KUMA_INTR_THROTTLED: SYSTEM BUS ASIC %d: Kuma interrupts throttled

Explanation The system bus translator ASIC detected too many interrupts. To avoid performance degradation, the system has temporarily masked interrupts.

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

Error Message %SYSTEM_BUS_ASIC-3-KUMA_INTR_UNTHROTTLED: SYSTEM BUS ASIC %d: Kuma interrupts unthrottled

Explanation The system has unmasked the interrupts that were masked temporarily.

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

SYSTEM_CONTROLLER Messages

This section contains system controller messages.

SYSTEM_CONTROLLER-3

Error Message %SYSTEM_CONTROLLER-3-COR_MEM_ERR: Correctable DRAM memory error. Count [dec], log [hex]

Explanation A transient DRAM memory error was detected and corrected.

Recommended Action If the error message appears infrequently, no action is required. If the message recurs, reseal the SDRAM SIMM on the supervisor engine. If errors persist, replace the SIMM. If the errors continue after the SIMM is replaced, the supervisor engine may need to be replaced.

Error Message %SYSTEM_CONTROLLER-3-ERROR: Error condition detected: [chars]

Explanation The most common errors from the Mistral ASIC on the MSFC are TM_DATA_PARITY_ERROR, SYSDRAM_PARITY_ERROR, SYSAD_PARITY_ERROR, and TM_NPP_PARITY_ERROR. Possible causes of these parity errors are random static discharge or other external factors.

Recommended Action If the error message appears only once (or rarely), monitor the system log to determine whether the error message was an isolated incident. If the message recurs, check the environmental conditions for problems such as power brownouts, static discharges, or strong EMI fields. If these environmental conditions are within normal ranges and the error continues to appear, the supervisor engine may need to be replaced.

Error Message %SYSTEM_CONTROLLER-3-EXCESSIVE_RESET: System Controller is getting reset so frequently

Explanation The MISTRAL ASIC is being reset frequently. The usual cause is an improperly seated module or another hardware condition.

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

Error Message %SYSTEM_CONTROLLER-3-INVALID_EARL_HANDLER: EARL interrupt handler is not valid

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

Error Message %SYSTEM_CONTROLLER-3-MISTRAL_RESET: System Controller is reset:Normal Operation continues

Explanation The system controller is being reset. Operation will continue, but the message rate will be limited.

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

TAC Messages

This section contains TACACS system messages.

TAC-3

Error Message %TAC-3-SERVCONF: Server config failure: [chars]

Explanation The server configuration failed.

Recommended Action Please configure the server properly.

Error Message %TAC-3-SERVINT: [chars]

Explanation This is an internal software error.

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 %TAC-3-SERVNO: Server [chars] is not configured

Explanation The server is not configured.

Recommended Action Please configure a server before un-configuring it.

Error Message %TAC-3-XTACACL: %s: accesslist 0x%x out of range for %s

Explanation The TACACS facility created a message that contains an accesslist which is not a valid accesslist (out of bounds).

Recommended Action 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.

TAC-4

Error Message %TAC-4-NOTIMEOUT: Warning: This command has been deprecated in favor of the line-command timeout login response

Explanation This command is deprecated, and should no longer be used. Instead, the line-command **timeout login response** now provides this functionality

Recommended Action Use the line-command **timeout user-response**

Error Message %TAC-4-SERVREFNAME: Warning: Server [chars] is still referenced by server group.

Explanation The server being removed is still referenced by a server group.

Recommended Action Please dereference the server from the server group as soon as possible.

Error Message %TAC-4-UNEXREP: Reply for non-existent request, %d on queue

Explanation The TACACS facility received a message it was not expecting. This may occur when a TACACS server sends duplicate responses or when it responds to a request that has already timed out. It also may be due to an internal software problem.

Recommended Action 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.

TAC-6

Error Message %TAC-6-SENDTMO: Send type %d to %i timed out

Explanation A background TACACS notification (enabled with the command tacacs notify) was not acknowledged by the TACACS server processor within the timeout period (5 minutes). The information contained in that notification was lost. This loss of information may interfere with accounting or auditing on the server. This condition arises when the TACACS server is misconfigured, crashed, or became unreachable via the network.

Recommended Action Check the TACACS server and the network attached to it.

Error Message %TAC-6-SENDTMO: Send type %d to %i timed out

Explanation A background TACACS notification (enabled with the command tacacs notify) was not acknowledged by the TACACS server processor within the timeout period (5 minutes). The information contained in that notification was lost. This loss of information may interfere with accounting or auditing on the server. This condition arises when the TACACS server is misconfigured, crashed, or became unreachable via the network.

Recommended Action Check the TACACS server and the network attached to it.

Error Message %TAC-6-SERVDEP: tacacs-server host CLI will be deprecated soon. Please move to tacacs server CLI

Explanation Migration from tacacs-server host CLI to tacacs server CLI.

Recommended Action Please try to use the new CLI.

TAGCON-3

Error Message %TAGCON-3-UNAVAILABLE: %i/%i, %s

Explanation A problem was encountered in clean up following termination of a Tag Distribution Protocol (TDP) session.

Recommended Action ACTION_COPY_REPORT_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: %i/%i; %s

Explanation An operation on the TDP Directed Adjacency data structure failed.

Recommended Action ACTION_COPY_REPORT_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: %s

Explanation An action attempted by the Tag Control process encountered an unexpected condition.

Recommended Action Copy the message exactly as it appears and report it to your technical service representative.

Error Message %TAGCON-3-UNAVAILABLE: %s sort bad; item %d

Explanation EXPLANATION_ADDR_TBL_TAGCON

Recommended Action ACTION_TOGGLE_TAG_IP_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: Can't alloc work item for %s

Explanation Internally when a process, such as the TDP process, must request the tag distribution and control process take some action, it queues a work item for the tag distribution and control process. This message is generated when an attempt to queue work for the tag distribution and control process fails. The failure can occur if the system is unable to allocate memory to hold the work request, or if the process has stopped processing requests on its work queue.

Recommended Action ACTION_COPY_REPORT_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: Cannot alloc %s

Explanation An attempt to allocate a label switching data structure failed because of a low memory condition.

Recommended Action ACTION_STD_LOW_MEMORY_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: Cannot allocate local tag

Explanation An attempt to allocate a local (incoming) tag failed. This should happen only if the system has allocated all available local tags.

Recommended Action The number of tags available for allocation can be changed by the **tag-switching tag-range ...** configuration command. Consult with your technical service representative to determine whether you should use this command to increase the number of available tags.

Error Message %TAGCON-3-UNAVAILABLE: Duplicate Address %i advertised by peer %s is already bound to %s

Explanation An address message advertisement is received from TDP/LDP peer. The address is rejected as it has already been advertised by another peer. This implies that the rejected IP address has been configured on both peers by mistake

Recommended Action Correct the configuration by changing the IP address on one of the peers.

Error Message %TAGCON-3-UNAVAILABLE: Platform specified information for label region %s is invalid.

Explanation A platform service routine provides label region information about all label regions it supports. This error message is printed when the service routine does not specify its label region information correctly.

Recommended Action Report this condition to your technical service representative.

Error Message %TAGCON-3-UNAVAILABLE: TDP peer %i(%s): %s

Explanation An operation involving the state machine for a TDP peer failed.

Recommended Action ACTION_COPY_REPORT_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: TIB walk failed (%s)

Explanation Some Tag Information Base (TIB) maintenance operations involve a complete scan (walk) of the TIB radix tree data structure. This message is generated when a TIB walk encounters an unexpected failure.

Recommended Action ACTION_COPY_REPORT_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: Tag Local Address Table revision number wrapped

Explanation The revision number used to manage advertisement of interface addresses to TDP peers overflowed. This will result in faulty advertisement of interface addresses to TDP peers and faulty tag switching on those peers.

Recommended Action To restore proper interface address advertisement reboot the platform. Report this condition to your technical service representative.

Error Message %TAGCON-3-UNAVAILABLE: Unexpected blist_type (%d) for %s PIE from peer %s

Explanation A TDP protocol information element (PIE) received from a TDP peer contained an unexpected binding list type. The PIE will be ignored.

Recommended Action ACTION_IGNORE_PIE_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: Unexpected event; state=%s, event=%s

Explanation An operation on the state machine for the tag distribution and control process failed.

Recommended Action ACTION_COPY_REPORT_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: peer %s, TDP Id/Addr mapping problem (%s)

Explanation EXPLANATION_ADDR_TBL_TAGCON

Recommended Action ACTION_TOGGLE_TAG_IP_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: peer %s; %s not implemented

Explanation A tag distribution protocol (TDP) peer has requested an action which is not currently implemented by the tag distribution and control subsystem.

Recommended Action The request will be ignored. If it repeatedly occurs, copy the message exactly as it appears and report it to your technical service representative.

Error Message %TAGCON-3-UNAVAILABLE: process cannot initialize

Explanation The tag distribution and control process failed to initialize itself. The probable cause is insufficient memory.

Recommended Action ACTION_STD_LOW_MEMORY_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: process not created

Explanation An attempt to create the tag distribution and control process failed. The probable cause is insufficient memory.

Recommended Action ACTION_STD_LOW_MEMORY_TAGCON

Error Message %TAGCON-3-UNAVAILABLE: unexpected error %d; peer %s; %s

Explanation An unexpected failure occurred while building a TDP protocol information element (PIE) for transmission to a TDP peer. It occurred when attempting to add a tag binding or an address to the PIE.

Recommended Action ACTION_COPY_REPORT_TAGCON

TAGCON-4

Error Message %TAGCON-4-UNAVAILABLE: Adjusting configured label range to default range

Explanation The saved configuration has been ignored and the default label range is being used.

Recommended Action Please reconfigure the label range to a valid range using **mpls label range ...** configuration command.

Error Message %TAGCON-4-UNAVAILABLE: Can't alloc work item for %i

Explanation When a new IP address for a TDP peer is learned, it may be necessary to update the Tag Forwarding Information Base (TFIB) for any routes for which the new address is a next hop. Deciding whether it is necessary to update the TFIB is the responsibility of an 'address process'. This message is generated when an attempt to queue work for the address process fails.

Recommended Action This is an informational message. The system remembers that it needs to do this work and will regularly attempt to queue the necessary work item. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

Error Message %TAGCON-4-UNAVAILABLE: Can't create tagcon addr proc

Explanation When a new IP address for a TDP peer is learned, it may be necessary to update the Tag Forwarding Information Base (TFIB) for any routes for which the new address is a next hop. Deciding whether it is necessary to update the TFIB is the responsibility of an 'address process'. This message is generated when an attempt to create the address process fails.

Recommended Action This is an informational message. As long as it needs the process, the system will regularly attempt to create it. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

Error Message %TAGCON-4-UNAVAILABLE: Failure to initialize tag allocation pool %d

Explanation The system was unable to initialize the data structure used to support allocation of tags for tag switching for the specified tag pool.

Recommended Action The system proceeds by ignoring the event. However, since the system will not be able to allocate tags from the tag pool, it will not advertise them to peers and, therefore, will not be able to forward tagged packets it receives (because it advertises no tags, it should not receive any tagged packets). Copy the message exactly as it appears and report it along with the startup and running configuration to your technical service representative.

TAGCON-5

Error Message %TAGCON-5-UNAVAILABLE: cannot queue TDP %s pie for %i(%s)

Explanation An attempt to queue a TDP PIE (protocol information element) for transmission to a TDP peer failed.

Recommended Action This is an informational message. Failure to queue a PIE for a peer should occur only when the TDP session with the peer no longer exists. The software should recover from this situation by discarding the TDP session and trying to establish a new one. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

TAR_FS Messages

This section contains tar file system messages.

TAR_FS-3

Error Message %TAR_FS-3-IMAGE_FILE_INVALID: [chars] file not found in archive

Explanation The tar file system could not locate the relevant tar element inside the archive.

Recommended Action Check whether the archive is complete and not corrupted, or if it is the wrong format. If the problem can be recreated with **debug ifs file** turned on, you can more quickly identify the problem. Save the output of the **archive tar /table archive-name** command if it is a pure tar archive, or the **show image contents file archive-name** command if the archive is a system image. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TBRIDGE-4

Error Message %TBRIDGE-4-UNAVAILABLE: %s received on %s - invalid media for transparent bridging

Explanation Transparent bridging was configured on an interface that does not support it.

Recommended Action Remove transparent bridging from the configuration on the specified interface.

Error Message %TBRIDGE-4-UNAVAILABLE: Destination VC unknown for packet

Explanation A transparently bridged packet destined for an ATM interface cannot be fully addressed.

Recommended Action Clear the bridge table to force re-learning of all addresses.

Error Message %TBRIDGE-4-UNAVAILABLE: Giant received on %s, %d exceeds %d DA %e SA %e [0x%08x]

Explanation A packet was received that exceeds the expected maximum transmission unit (MTU) length for the receiving interface. The first four bytes of the packet following the source address are also provided to assist diagnosis.

Recommended Action Use the address and packet information provided to trace the source of these packets and reduce its MTU to conform to the standard for the given media.

Error Message %TBRIDGE-4-UNAVAILABLE: MAC-address table size limit (%lu entries) reached

Explanation The total number of bridge MAC-address table entries (across all bridge groups) has reached the configured maximum limit.

Recommended Action Check the bridge tables to determine the origin of the bridge MAC-address table entries. Check the network configuration and ensure that the entries are as expected. Use the `bridge mac-address-table limit` configuration command to either increase the maximum limit or to disable limit-checking altogether.

Error Message %TBRIDGE-4-UNAVAILABLE: No VC's configured for bridging on %s

Explanation An ATM interface was configured for transparent bridging without also specifying the associated virtual circuits.

Recommended Action Configure the required virtual circuits on the specified interface.

Error Message %TBRIDGE-4-UNAVAILABLE: Subscriber SA %e moved or loop between circuits %d and %d

Explanation A subscriber bridged packet dropped because potential circuit loop or roaming host at subscriber end of network.

Recommended Action Clear bridge table. If problem persists it is not a roaming host, but a loop between virtual circuits at subscriber end of network. Take looping virtual circuits out of service and/or shut the software interface they are on while subscriber is contacted to remove loop condition at subscriber end of network.

Error Message %TBRIDGE-4-UNAVAILABLE: Unexpected encapsulation received on %s %s

Explanation The transparent bridging driver received a packet with unrecognizable encapsulation. The packet had to be discarded.

Recommended Action This could indicate a network media error or that a protocol which is newer than this version of the Cisco IOS software is being used. If it is believed that the dropped packets are of a real protocol, upgrade to a new version of the software which handles it.

Error Message %TBRIDGE-4-UNAVAILABLE: XMACACCESS: Invalid extended access list %d

Explanation This is a configuration problem. The specified extended access list either does not exist or contains an error.

Recommended Action Correct the configuration problem.

Error Message %TBRIDGE-4-UNAVAILABLE: invalid action found for %e on %s - %08x

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.

TCAM_MGR Messages

This section contains TCAM manager messages.

TCAM_MGR-3

Error Message %TCAM_MGR-3-BAD_FIRST_DYN_REGION: [dec]

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

Error Message %TCAM_MGR-3-BAD_LAST_DYN_REGION: [dec]

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

Error Message %TCAM_MGR-3-INTERNAL_ERROR: [chars], [chars], [dec]

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

Error Message %TCAM_MGR-3-INVALID_OPERATION: [chars], [dec]

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

Error Message %TCAM_MGR-3-INVALID_REG_TYPE: [chars], [dec]

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

Error Message %TCAM_MGR-3-MALLOC_FAIL: [chars], [chars]

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

Error Message %TCAM_MGR-3-OP_FAIL: [chars] failed for application [chars], application entry [hex] with [chars] error

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

Error Message %TCAM_MGR-3-UNUSUAL_BUG_WARNING: [chars] mbu [hex] free_array_index [dec] region_id [dec]

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

TCAMMGR Messages

This section contains TCAM manager messages.

TCAMMGR-3

Error Message %TCAMMGR-3-GROW_ERROR: cam region [dec] can not grow

Explanation This CAM region is configured as a static region with a fixed number of entries, and a call was requested to add more CAM entries to the specified region.

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

Error Message %TCAMMGR-3-HANDLE_ERROR: cam handle [hex] is invalid

Explanation The CAM handle that was used by the caller 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %TCAMMGR-3-INDEX_ERROR: cam value/mask index [dec] is invalid

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

Error Message %TCAMMGR-3-MOVE_ERROR: cam entry move from index [int] to index [int] failed

Explanation A move operation for a CAM entry from one index to another 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCAMMGR-3-REGION_ERROR: cam region [dec] is invalid

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

Error Message %TCAMGR-3-REGMASK_ERROR: invalid cam region [dec] mask [dec] pair

Explanation Only a predetermined set of masks are allowed in a region. The caller requested to install an entry in the specified region that contained an invalid mask for that region.

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

TCATM Messages

This section contains ATM tag distribution and control messages.

TCATM-3

Error Message %TCATM-3-INTERNAL: [chars]

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

TCP Messages

This section contains Transmission Control Protocol (TCP) messages.

TCP-2

Error Message %TCP-2-UNAVAILABLE: %s called but TCP not initialized

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy the message exactly as it appears and contact your technical support.

Error Message %TCP-2-UNAVAILABLE: Bad TCB refcount: TCB 0x%x, refcnt %d

Explanation An internal software error occurred

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

Error Message %TCP-2-UNAVAILABLE: Callback failed to accept connection from %s(%d) to %s(%d) -- discarding

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

Error Message %TCP-2-UNAVAILABLE: Invalid TCB encaps pointer: 0x%x

Explanation An invalid TCP ENCAPS is used.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

Error Message %TCP-2-UNAVAILABLE: Invalid TCB pointer: 0x%x

Explanation An invalid TCB is used.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

Error Message %TCP-2-UNAVAILABLE: Multiple entry for packet %x

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

Error Message %TCP-2-UNAVAILABLE: Tty%t, buffering bug

Explanation An internal software error occurred.

Recommended Action If this message recurs, contact your technical support representative.

Error Message %TCP-2-UNAVAILABLE: Tty%t, tcp_putbyte() with blocking disabled

Explanation An internal software error occurred.

Recommended Action If this message recurs, contact your technical support representative.

Error Message %TCP-2-UNAVAILABLE: Tty%t, tcp_putbyte() write disabled

Explanation TCP received a packet from a user application after the connection was already halfclosed.

Recommended Action Determine which TCP application is still sending after the connection was halfclosed.

Error Message %TCP-2-UNAVAILABLE: Tty%t: Bad refcnt for packet 0x%x during retransmit, %s(%d) to %s(%d), state %d

Explanation An internal software error occurred.

Recommended Action If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

TCP-3

Error Message %TCP-3-BADMSS: Incorrect mss [dec] observed

Explanation The maximum segment size is incorrect. TCP cannot guarantee further reliable operation for this connection.

Recommended Action Check the MTU for the interface and increase it as required. If, after adjusting the MTU, 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCP-3-CHKPT_INIT: TCP failed to initialize checkpoint storage: %s

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

Error Message %TCP-3-ERR_DUMP_DEB: netdump_print_context failed, %d

Explanation Netdump print failed while dumping a process debug context.

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

Error Message %TCP-3-ERR_MD5_INVALID: MD5 validation failed, incoming packet src: %s:%d, dst: %s:%d

Explanation MD5 validation failed on an incoming 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TCP-3-ERR_MD5_WRITE: MD5 option write failed, dst: %s:%d

Explanation The TCP process failed to write an MD5 option.

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

Error Message %TCP-3-ERR_NETWORK_INIT: TCP failed to connect with network layer: %s, error %s

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

Error Message %TCP-3-ERR_OUT_BUFF: ran out of buffer with %ld bytes %s to send

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

Error Message %TCP-3-ERR_PAK_FSV: %s

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

Error Message %TCP-3-ERR_PAK_DISCARD: %s: %s, <%s:%d> -> <%s:%d>

Explanation Packet information from a discarded packet is displayed.

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

Error Message %TCP-3-ERR_PCB_VECTOR: ip_pcb_get_family_vector failed, %d

Explanation The TCP process failed to get a pointer to the PCB family vector.

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

Error Message %TCP-3-ERR_SET_APP_LEN: %s: set_Application_length failed: %s

Explanation The TCP process failed to set an application buffer for the segment.

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

Error Message %TCP-3-FORKFAIL: Failed to start a process to negotiate options.

Explanation The system failed to create a process to handle requests from a client. This condition could be caused by insufficient memory.

Recommended Action Reduce other system activity to ease memory demands.

Error Message %TCP-3-SOCKET_RESMGR_ATTACH: Failed to setup the transport as a resource manager: %s

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

Error Message %TCP-3-TRACE_ERR: %s error (%d). Premature trace termination for control block 0x%p

Explanation A trace terminated prematurely.

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

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

TCP-4

Error Message %TCP-4-ERR_PAK_CLIENT: %s, res %d

Explanation A packet client operation failed in TCP.

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

Error Message %TCP-4-WARNING_DEBUG: %s

Explanation TCP failed to open the console device for debug.

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

TCP-6

Error Message %TCP-6-INFO_RCV_SIG: recieved signal %d

Explanation The TCP process received a signal.

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

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

Error Message %TCP-6-MD5NOSPACE: Insufficient space for MD5 option

Explanation There was insufficient space for the MD5 option. This condition should not occur, because the MD5 option, when requested, is required and is given preference over other TCP options.

Recommended Action Unconfigure other TCP options, if any, in an attempt to create space for the MD5 option. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TCP-7

Error Message %TCP-7-ERR_TCP_INIT: TCP failed to initialize: %s, error %s

Explanation TCP initialization failed.

Error Message Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the
%TDM-1-UNAVAILABLE: Motherboard TDM init failure: stream %d, channel %d, channel register 0x%x, control register 0x%x.

Explanation A TDM port on the system motherboard failed to be initialized. The error message specifies which port. This is possibly due to 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

TDM-1

Error Message %TDM-1-UNAVAILABLE: Slot %d TDM init failure: stream %d, channel %d, channel register 0x%x, control register 0x%x.

Explanation A TDM port failed to be initialized. The error message specifies which port. This is possibly due to 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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 following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TDM-3

Error Message %TDM-3-UNAVAILABLE: Slot %d bad board ID 0x%x detected.

Explanation The specified board returned an ID that was not recognized by the operating system. This could be due to a hardware failure reporting an incorrect ID or because this software predates the 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TDM-4

Error Message %TDM-4-UNAVAILABLE: Bad connection requested: slot %d, stream %d, channel %d to slot %d, stream %d, channel %d.

Explanation The TDM cross-connect that was requested was not possible. This is probably because one of the devices either does not exist or is not properly configured for TDM.

Recommended Action Check the command for errors and the ports for correct configuration before trying again. Note that the ype option of the dm-group command only applies if the mode cas command is enabled. If configuring cross-connect pass-through from UIO serial port 0 or 1 to a controller, the encapsulation clear-channel command must be configured on the serial port.

TDM_CLOCK_SYNCHRONIZATION-4

Error Message %TDM_CLOCK_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock %s lost lock - clock source failed.

Explanation The clock source has failed.

Recommended Action If alternate source is available, it will be used.

Error Message %TDM_CLOCK_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock source transitioned from Priority %d %s %s to Priority %d %s %s

Explanation This warning message indicates a change in the clock source.

Recommended Action No action required.

Error Message %TDM_CLOCK_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock state change, state: %s

Explanation This debug message indicates a clock state change

Recommended Action No action required.

Error Message %TDM_CLOCK_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock state error, state: %s event: %s

Explanation This warning message indicates a invalid clock event

Recommended Action No action required.

TDP-3

Error Message %TDP-3-UNAVAILABLE: %s

Explanation An action attempted by the Tag Distribution Protocol (TDP) encountered an unexpected condition.

Recommended Action ACTION_COPY_REPORT_TDP

Error Message %TDP-3-UNAVAILABLE: %s

Explanation An action attempted by the Tag Distribution Protocol (TDP) implementation failed.

Recommended Action ACTION_COPY_REPORT_TDP

Error Message %TDP-3-UNAVAILABLE: Can't alloc KA PIE

Explanation An attempt to allocate a buffer for Tag Distribution Protocol (TDP) Keep Alive protocol information element (PIE) has failed.

Recommended Action The system will continue by omitting transmission of the TDP Keep Alive PIE. This may result in termination of one or more TDP sessions as the peers time out the sessions. If this message persists, reduce other system activity if possible, and call your technical service representative for assistance.

Error Message %TDP-3-UNAVAILABLE: Interface %s, Bad VPI/VCI range. Can't start a TDP session

Explanation The VPI range exchanged between the Tag Distribution Protocol (TDP) peers is non-overlapping.

Recommended Action The system will not be able to create a TDP session between the affected TDP peers. Re-issue the **tag-switching vpi** command on the appropriate interface with the correct VPI range.

Error Message %TDP-3-UNAVAILABLE: Interface %s, Resource failure. Can't start a TDP session

Explanation An attempt to allocate a buffer for Tag Distribution Protocol (TDP) TAGATM VPI/VCI ranges has failed.

Recommended Action The system will not be able to create a TDP session between the affected TDP peers. If this message persists, reduce other system activity if possible, and call your technical service representative for assistance.

Error Message %TDP-3-UNAVAILABLE: peer %s, read failure

Explanation An error occurred while attempting to read a TDP PDU received from a peer.

Recommended Action ACTION_NEW_SESSION_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; address len %d

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an address with a bad length has been received from a peer.

Recommended Action ACTION_IGNORE_REST_OF_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; alist_type %d; %s pie

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an address list type that is unexpected for the situation has been received from a peer.

Recommended Action ACTION_IGNORE_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; alist_type %d; %s pie

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown address list type has been received from a peer.

Recommended Action ACTION_IGNORE_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; blist_type %d; %s pie

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing a binding list type that is unexpected for the situation has been received from a peer.

Recommended Action ACTION_IGNORE_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; blist_type %d; %s pie

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown binding list type has been received from a peer.

Recommended Action ACTION_IGNORE_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; format error for pie type 0x%x

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) that is malformed has been received from a TDP peer.

Recommended Action ACTION_NEW_SESSION_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; mlist_type %d; %s pie

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown metric list type or one that is unexpected for the situation has been received from a peer.

Recommended Action ACTION_IGNORE_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; prefix len %d

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing a destination prefix with a bad length has been received from a peer.

Recommended Action ACTION_IGNORE_REST_OF_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; unexpected pie type 0x%x

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) that is unexpected for the situation has been received from a peer.

Recommended Action ACTION_IGNORE_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: peer %s; unknown pie type 0x%x

Explanation An unknown Tag Distribution Protocol (TDP) protocol information element (PIE) type has been received from a peer.

Recommended Action ACTION_IGNORE_PIE_TDP

Error Message %TDP-3-UNAVAILABLE: unexpected event: peer %i(%s), state=%s, event=%s%s

Explanation An operation on the state machine for a TDP peer failed.

Recommended Action ACTION_COPY_REPORT_TDP.

TDP-4

Error Message %TDP-4-UNAVAILABLE: Peer %s; %s

Explanation The session parameters proposed by an LDP peer differ from those preferred by the platform. The differences are not sufficient to prevent the LDP session from being established, but may have an impact on label distribution operation

Recommended Action If the parameters identified relate to the optional path vector-based loop detection mechanism, note that the IETF LDP specification recommends that when Loop Detection is enabled in a portion of a network, it is recommended that all LSRs in that portion of the network be configured with Loop Detection enabled and with the same path vector limit. If the parameters identified relate to some other aspect of the LDP session and the message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

Error Message %TDP-4-UNAVAILABLE: Peer = %s %s(%i%m) Maxhop=%d hopcount=%d %s

Explanation This message appears when signalling to establish an MPLS Label Switched Path (LSP), or Tag Switching Tag Switched Path, discovers a transient loop in the path to the LSP destination. Normally this is a transient condition.

Recommended Action ACTION_LOOPING_LSP

Error Message %TDP-4-UNAVAILABLE: Peer = %s %s(%i%m) hopcount=%d %s

Explanation This message appears when LDP loop detection is configured and signalling to establish an MPLS Label Switched Path (LSP) detects a transient loop in the path to the LSP destination. Normally this is a transient condition.

Recommended Action ACTION_LOOPING_LSP

Error Message %TDP-4-UNAVAILABLE: cannot set %s%s TDP ident

Explanation The Tag Distribution Protocol (TDP) requires each TDP instance have a TDP identifier. An attempt to set the TDP identifier for the shown VRF or TDP instance has failed.

Recommended Action This is an informational message. As long as it needs to set its chassis TDP identifier the system will periodically attempt to do so until it succeeds. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

Error Message %TDP-4-UNAVAILABLE: peer %s, %s

Explanation A violation of the TDP protocol by a TDP peer has been detected.

Recommended Action ACTION_NEW_SESSION_TDP

TDP-5

Error Message %TDP-5-UNAVAILABLE: %s

Explanation This is an informational message generated by the Tag Distribution Protocol (TDP) implementation.

Recommended Action No action is required.

Error Message %TDP-5-UNAVAILABLE: tag advertise-tags has no effect for tc-atm

Explanation EXPLANATION_ACL_TDP

Recommended Action No action is required.

TEMUX84-3

Error Message %TEMUX84-3-UNAVAILABLE: temux84 Byte-Sync indirect access failed, %s

Explanation hardware busy bit not 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TEMUX84-3-UNAVAILABLE: temux84 RTTB indirect access failed, %s

Explanation hardware busy bit not 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TEMUX84-3-UNAVAILABLE: temux84 SBI indirect access failed, %s

Explanation hardware busy bit not 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TEMUX84-3-UNAVAILABLE: temux84 T1E1 indirect access failed, %s

Explanation hardware busy bit not 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TEMUX84-3-UNAVAILABLE: temux84 T3E3 PMON update failed, %s

Explanation T3E3 PMON counter failed to latch

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

TENGIGE_LC Messages

This section contains 10-Gigabit Ethernet line card messages.

TENGIGE_LC-3

Error Message %TENGIGE_LC-3-LASER_TEMP_ERR: Laser Temperature Alarm : [dec]/[dec]

Explanation A laser temperature alarm condition 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %TENGIGE_LC-3-MIB_TENGIGE_LASER_FAILURE: Laser failure detected during soft-start procedures : [chars]

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

Error Message %TENGIGE_LC-3-MIB_TENGIGE_LOSYNC_ALM: Loss of Sync ; [chars]

Explanation The Gigabit Ethernet function lost its synchronization.

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

Error Message %TENGIGE_LC-3-TENGIGE_LOSYNC_ALM: [chars] side Loss of Sync lock: [chars]

Explanation The Gigabit Ethernet function lost its synchronization.

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

Error Message %TENGIGE_LC-3-TENGIGE_LOSYNC_ALM_CLR: CLEARED : [chars] Loss of Sync lock: [chars]

Explanation The Gigabit Ethernet function lost its synchronization.

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

TENGIGE_LC-6

Error Message %TENGIGE_LC-6-LASER_DISABLED: Laser disabled as per user configuration [[dec]/[dec]]

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

Error Message %TENGIGE_LC-6-LASER_DISABLED_BY_HW: Laser disabled as per laser safety configuration [[dec]/[dec]]

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

Error Message %TENGIGE_LC-6-MIB_TENGIGE_TRUNK_LOSYNC_PALM: Trunk side Loss of Sync Prealarm; [chars]

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

Error Message %TENGIGE_LC-6-TENGIGE_TRUNK_RX_LOSYNC_PALM: Trunk side Loss of Sync lock Prealarm: [chars]

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

TESTPA-3

Error Message %TESTPA-3-UNAVAILABLE: bay [%d] analyze failed

Explanation The TestPA port adapter driver failed to successfully complete the necessary tasks for initial bring up of the port adapter. This is typically due to shortage of memory. Previous messages in the log will indicate the exact reason for the failure. The port adapter will be deactivated.

Recommended Action Verify that the port adapter is properly seated in the bay.

Error Message %TESTPA-3-UNAVAILABLE: bay [%d] dma error: %s

Explanation A DMA failure occurred.

Recommended Action Verify that the port adapter is properly seated in the bay.

Error Message %TESTPA-3-UNAVAILABLE: bay [%d] initialization failed: %s

Explanation The TestPA port adapter driver failed to successfully initialize the hardware on the TestPA port adapter. The port adapter will be deactivated.

Recommended Action Verify that the port adapter is properly seated in the bay.

Error Message %TESTPA-3-UNAVAILABLE: bay [%d] powered off

Explanation The port adapter has been powered off. Other messages in the log specify the cause of this event.

Recommended Action If possible, correct any errors indicated by the other messages occurring at the time of this message. If the error persists, verify that the port adapter is properly seated in the bay.

TI1570-1

Error Message %TI1570-1-UNAVAILABLE: %s %s

Explanation The ATM Port Adapter failed to complete hardware initialization. Details of the failure are shown in the error message.

Recommended Action Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TI1570-1-UNAVAILABLE: %s for subunit %d in bay %d

Explanation The ATM Port Adapter failed to complete hardware initialization.

Recommended Action Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TI1570-1-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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TI1570-1-UNAVAILABLE: PCI configuration for %s in slot %d

Explanation The ATM Port Adapter failed to complete hardware initialization.

Recommended Action Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TI1570-1-UNAVAILABLE: VIP only supports one PA-A1 ATM LITE PA. The other PA bay must be emptied in order for the PA-A1 ATM LITE 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.

TI1570-3

Error Message %TI1570-3-UNAVAILABLE: %s block command (code %d) failed, error code %d

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

Error Message %TI1570-3-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. A small number of freezes might not be a cause for concern.

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

Error Message %TI1570-3-UNAVAILABLE: %s transmit freeze %d

Explanation This message indicates the PCI-ATM interface had to stop the transmitter while waiting for data. A small number of freezes might not be a cause for concern.

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

Error Message %TI1570-3-UNAVAILABLE: %s tx buffer data start not aligned to 32 bit boundary, data block0x%08x, data start 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. If you still require assistance,

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

Error Message %TI1570-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

Explanation The ATM-PCI Port Adapter driver found incorrect device ID's on the specified card. This could indicate either a hardware failure or that the software needs to be upgraded to recognize newer hardware.

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

Error Message %TI1570-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

Explanation The ATM-PCI port adapter driver could not recognize the interface chips.

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

Error Message %TI1570-3-UNAVAILABLE: Found %d out of %d devices (ID %08X) in bay %d

Explanation The ATM-PCI Port Adapter software driver found fewer devices than it was configured to expect. This could mean that the missing one(s) failed to start and may have failed.

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

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

Error Message %TI1570-3-UNAVAILABLE: Interface %s, %s 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 %TI1570-3-UNAVAILABLE: Interface %s, Failed to down vc %d (Cause: %s)

Explanation An ATM virtual circuit could not be shut down for the reason shown in the error message. This probably indicates 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TI1570-3-UNAVAILABLE: Interface %s, Failed to setup vc %d (Cause: %s)

Explanation This probably indicates a hardware failure in the ATM-PCI Port Adapter.

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

Error Message %TI1570-3-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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TI1570-3-UNAVAILABLE: TI1570 unit %d: PCI memory unavailable.

Explanation The system experience memory exhaustion in the PCI/packet memory. This is probably due to heavy traffic congestion but could also be a software error.

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

Error Message %TI1570-3-UNAVAILABLE: TI1570 unit %d: PCI mini buffer unavailable.

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

Error Message %TI1570-3-UNAVAILABLE: TI1570 unit %d: 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %TI1570-3-UNAVAILABLE: TI1570 unit %d: Receive Channel Halt

Explanation This probably indicates a hardware failure in the ATM-PCI Port Adapter.

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

Error Message %TI1570-3-UNAVAILABLE: TI1570 unit %d: SYSTEM memory unavailable.

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

Error Message %TI1570-3-UNAVAILABLE: TI1570: received corrupted shadow particle pointer

Explanation The ATM-PCI Port Adapter driver experienced an internal error, probably due to software but possibly from 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TI1570-3-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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TI1570-5

Error Message %TI1570-5-UNAVAILABLE: ti1570_vc_setup failed. (vci %d of the last vpi %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.

TI1570-7

Error Message %TI1570-7-UNAVAILABLE: TI1500 framer interrupt isr1 0x%02x, isr2 0x%02x, isr3 0x%02x

Explanation This is an informational/debugging message indicating that the ATM-PCI Port Adapter driver received and handled a framer interrupt

Recommended Action LOG_STD_NO_ACTION.

TIB-3

Error Message %TIB-3-UNAVAILABLE: %i/%i, %s; unexpected tag state=%d

Explanation An operation on the Tag Information Base (TIB) involving a locally assigned (incoming) tag failed.

Recommended Action ACTION_OMIT_OPER_TIB

Error Message %TIB-3-UNAVAILABLE: %i/%i, peer %s; tag %d; %s

Explanation An operation on the Tag Information Base (TIB) involving a tag assigned by a TDP peer failed.

Recommended Action ACTION_OMIT_OPER_TIB

Error Message %TIB-3-UNAVAILABLE: %i/%i; %s

Explanation An operation on the Tag Information Base (TIB) data structure failed.

Recommended Action ACTION_COPY_REPORT_TIB

Error Message %TIB-3-UNAVAILABLE: %s

Explanation An action attempted by the Tag Information Base (TIB) implementation failed.

Recommended Action ACTION_COPY_REPORT_TIB

Error Message %TIB-3-UNAVAILABLE: Cannot allocate TIB

Explanation During initialization for tag switching an attempt to initialize the Tag Information Base (TIB) failed. A probable cause is insufficient memory

Recommended Action ACTION_COPY_REPORT_TIB

Error Message %TIB-3-UNAVAILABLE: TIB revision number wrapped; toggling dynamic tag switching off and on to recover.

Explanation The TIB revision number used to manage advertisement of tags to TDP peers overflowed. This will result in faulty tag distribution to TDP peers. The system recovers by toggling dynamic tag switching off and on, which forces the revision number to be re-initialized.

Recommended Action None required.

Error Message %TIB-3-UNAVAILABLE: Unexpected event; state=%s, event=%s

Explanation An operation on the Tag Information Base (TIB) state machine failed.

Recommended Action ACTION_COPY_REPORT_TIB.

TIB-5

Error Message %TIB-5-UNAVAILABLE: %i/%i, peer %s; tag %d; Unexpected LDP label release; %s

Explanation An operation on the Tag Information Base (TIB) involving a tag assigned by a TDP peer failed.

Recommended Action This is an informational message. The system proceeds by omitting the tag operation. This will not result in impaired or faulty behavior for tagged packets for this destination.

Error Message %TIB-5-UNAVAILABLE: %i/%i, tag %d; Withdrawn tag record has timed out.

Explanation Record associated with a withdrawn label has timed out before receiving acknowledgements from all peers.

Recommended Action This is an informational message. This will not have any operational impact. The system will ignore any subsequently received release messages associated with the label.

TID_HA Messages

This section contains table ID high availability (HA) messages.

TID_HA-3

Error Message %TID_HA-3-ISSUERR: [chars] [chars]

Explanation An error occurred during an in-service software upgrade (ISSU) versioning 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TID_HA-3-ISSUERRCF: [chars] checkpoint code [dec]

Explanation An error occurred during an ISSU versioning operation due to an error in the checkpoint facility.

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

Error Message %TID_HA-3-RXFAIL1: [chars]

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

Error Message %TID_HA-3-RXFAIL2: [chars], type [dec], version [dec], flags [hex]

Explanation An error occurred while receiving a table ID synchronization message.

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>. 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>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %TID_HA-3-RXFAIL3: [chars] type [dec], version [dec], flags [hex], application [dec], action [dec], tableid [dec], name [chars]

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

Error Message %TID_HA-3-SYNCFAIL: [chars]

Explanation Internal table ID information may have not been synchronized to the standby unit correctly.

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

Error Message %TID_HA-3-SYNCFAILCF: [chars] checkpoint code [dec]

Explanation Internal table ID information may have not been synchronized to the standby unit correctly due to an error in the checkpoint facility.

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

Error Message %TID_HA-3-TXFAIL: [chars], name [chars] tableid [dec] action [dec]

Explanation An error occurred while sending the internal table ID 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %TID_HA-3-TXFAILCF: [chars], name [chars], tableid [dec], action [dec], checkpoint code [dec]

Explanation Failed to send internal table ID information due to an error in the checkpoint facility.

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

TLV-3

Error Message %TLV-3-UNAVAILABLE: Reading data type %d

Explanation An expected field in the TLV buffer was either missing or malformed

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

Error Message %TLV-3-UNAVAILABLE: Unable to write type %d

Explanation An attempt to update a TLV entry 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

TMCIPC-4

Error Message %TMCIPC-4-UNAVAILABLE: Received a duplicated IPC record for %s with seq #:%d.

Explanation The sequence # on received record is the same as the previous received IPC msg.

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

TMQ-3

Error Message %TMQ-3-UNAVAILABLE: TMQ, Attempt to delete entry not in queue

Explanation An attempt was made to delete an entry not in the queue.

Recommended Action Advisory message only. No action required.

TIDP Messages

This section contains Threat Information Distribution Protocol (TIDP) messages.

TIDP-3

Error Message %TIDP-3-RESTART: Restarting TIDP due to unexpected error

Explanation An unexpected error has occurred in the Threat Information Distribution Protocol (TIDP) process. TIDP has been restarted in an attempt to restore operation.

Recommended Action Enter the **debug tidp errors** and **debug tidp events** commands to gather data that may help identify the nature of 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TIDP-4

Error Message %TIDP-4-AUTHFAIL: Message from %s, %i failed authentication

Explanation The signature of a received message failed authentication. The message has been dropped.

Recommended Action Check the local and peer configurations to make sure that compatible authentication key sets are used.

Error Message %TIDP-4-REPLAYMSG: Unexpected message from %s, %i received

Explanation A message with a sequence number outside of the acceptable range was received and has been dropped. The message might be a replay message and might indicate an intrusion attack.

Recommended Action Verify that the peer's hardware and configuration has not been altered. Verify connectivity to the peer.

Error Message %TIDP-4-SRCCHANGED: Address changed was being used by TIDP

Explanation An interface IP address was changed, but the former address was being used as the Threat Information Distribution Protocol (TIDP) source address. TIDP cannot operate properly if the address is not local.

Recommended Action Restore the original IP address to the original interface or to a new interface, or change the TIDP source address.

TIDP-5

Error Message %TIDP-5-BADMSG: Message from %s, %i failed validation

Explanation A message has failed basic header and range check validation. The message has been dropped.

Recommended Action Check the local and peer configurations to make sure that compatible versions of TIDP and encryption keys are used.

Error Message %TIDP-5-OVERSIZE: Oversized message received from %s, %i

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

Error Message %TIDP-5-PEERSRCCHANGED: TIDP source address of the connection to peer %i is changed

Explanation The Threat Information Distribution Protocol (TIDP) source address changed. The change might be caused by DHCP renewal or by the user manually changing the IP address at the interface.

Recommended Action No action is required.

Error Message %TIDP-5-REGFAIL: Failed to register to peer %s, %i, group %u

Explanation Attempts to register with the specified peer have failed. Another attempt will be made after the configured maximum retry interval.

Recommended Action Verify connectivity to the peer and make sure that the configuration between peers is compatible.

TIDP-6

Error Message %TIDP-6-DUPLICATE: Duplicate message from %s, %i received

Explanation A message was received that had the same sequence number as a previously received message. The message has been dropped.

Recommended Action No action is required.

TINY_FRAG_POLICER Messages

This section contains tiny fragment policer messages.

TINY_FRAG_POLICER-6

Error Message %TINY_FRAG_POLICER-6-AGGREGATE_THRESHOLD_EXCEEDED: [dec] bps: it is recommended to reduce the hi threshold value

Explanation The fragment offset == 1 (fo1) packets aggregate threshold has exceeded the acceptable value.

Recommended Action Reduce the interface high-threshold values.

Error Message %TINY_FRAG_POLICER-6-HI_THRESHOLD_EXCEEDED: [dec] bps: installing rate limiter for vlan [int] on interface [chars]

Explanation The fragment offset == 1 (fo1) packets high threshold has exceeded the acceptable value.

Recommended Action This is an informational message only. No action is required.

Error Message %TINY_FRAG_POLICER-6-RATELIMITER_FAILED: could not [chars]install rate limiter for vlan [int] interface [chars]

Explanation The fragment offset == 1 (fo1) rate installer failed due to resource issues.

Recommended Action This is an informational message only. No action is required.

Error Message %TINY_FRAG_POLICER-6-RATELIMITER_REMOVED: removing rate limiter for vlan [int] from interface [chars]

Explanation The fragment offset == 1 (fo1) packets dropped below the low threshold.

Recommended Action This is an informational message only. No action is required.

TMS Messages

This section contains Threat Management Service (TMS) messages.

TMS-2

Error Message %TMS-2-PROCESS_ERR: Router could not create a TMS controller process

Explanation The router was unable to create a TIDP-based Mitigation Services (TMS) controller process.

Recommended Action Reload the device.

TMS-4

Error Message %TMS-4-UNAVAILABLE: %s | Group=%u | %s Type=%d | Flags=%d

Explanation This message informs that the controller has received an invalid or unexpected packet from the consumer

Recommended Action Check the specified consumer for the TMS protocol operation

Error Message %TMS-4-UNAVAILABLE: An unknown Timer operational error occurred

Explanation The TMS process cannot operate due to an internal system error.

Recommended Action Reload the device

Error Message %TMS-4-UNAVAILABLE: An unknown operational error occurred.

Explanation The EOU process cannot operate due to an internal system error.

Recommended Action Reload the device

Error Message %TMS-4-UNAVAILABLE: PROCESS=%s | ACTION=%s.

Explanation This message indicates that the specified process is stopped.

Recommended Action Reload the device

Error Message %TMS-4-UNAVAILABLE: UNKNOWN Event for Event=%d.

Explanation This is an unknown message for the TMS controller process.

Recommended Action File a ddts with Cisco

Error Message %TMS-4-UNAVAILABLE: Unknown message event received

Explanation The TMS process received an unknown message event.

Recommended Action If this message recurs, reload the device.

TMS-6

Error Message %TMS-6-UNAVAILABLE: %s

Explanation This messages informs that the consumer has cleared all the stats.

Recommended Action This is an informational message and no action is required.

Error Message %TMS-6-UNAVAILABLE: %s

Explanation This messages informs that the tms consumer is configured or unconfigured

Recommended Action This is an informational message and no action is required.

Error Message %TMS-6-UNAVAILABLE: %s | Group=%u| %s Action=%s | Start TID=%d | End TID=%d

Explanation This message informs that the controller has sent a reset request for an action to a specific consumer or a group

Recommended Action This is an informational message and no action is required.

Error Message %TMS-6-UNAVAILABLE: %s | Group=%u| %s Start TID=%d | End TID=%d

Explanation This message informs that the controller has sent a status request to a specific consumer or a group

Recommended Action This is an informational message and no action is required.

Error Message %TMS-6-UNAVAILABLE: %s | Group=%u| %s Status=%s

Explanation This messages informs that a consumer is registered or deregistered on the specified group

Recommended Action This is an informational message and no action is required.

Error Message %TMS-6-UNAVAILABLE: %s | Group=%u| %s Status=%s

Explanation This messages informs that a group is configured or unconfigured on on the specified host

Recommended Action This is an informational message and no action is required.

Error Message %TMS-6-UNAVAILABLE: %s | Group=%u | %s TID=%d

Explanation This message informs that the controller has sent a threat message to a specific consumer or a group

Recommended Action This is an informational message and no action is required.

Error Message %TMS-6-UNAVAILABLE: %s | Group=%u | %s Threat=%d | Version=%d | Action=%s

Explanation This messages informs the status of a threat on a consumer in the specified group

Recommended Action This is an informational message and no action is required.

TN Messages

This section contains Telnet messages.

TN-2

Error Message %TN-2-BADCONN: Bad conn pointer [hex] closing all connections on terminal line [dec]

Explanation An internal software error has occurred.

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

Error Message %TN-2-BADLOGIN: Bad login string pointer %#x

Explanation An internal software error occurred.

Recommended Action 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.

TN-3

Error Message %TN-3-UNAVAILABLE: Illegal state %d

Explanation An internal software error occurred.

Recommended Action 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 %TN-3-UNAVAILABLE: Unknown return code %d from telnet_readline()

Explanation An internal software error occurred.

Recommended Action 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.

TN3270-2

Error Message %TN3270-2-UNAVAILABLE: Input Buffer overflow

Explanation A problem in TN3270 protocol was detected. Eight KB (8192) bytes of data were received without a TN3270 end-of-packet indicator. The TN3270 buffer overflowed.

Recommended Action Copy this error message exactly as it appears, and contact your technical support representative for assistance.

TOPN_COUNTERS Messages

This section contains switch TopN report counters messages.

TOPN_COUNTERS-3

Error Message %TOPN_COUNTERS-3-MGMT: %s transmit receive byte count is excessive, 1st poll %llu, 2nd poll %llu

Explanation The traffic counter value on the interface is higher than expected. The module might be reporting an erroneous number.

Recommended Action Verify the traffic flow on the interface. If the flow does not match the TOPN report, contact your Cisco technical support representative.

TOPN_COUNTERS-4

Error Message %TOPN_COUNTERS-4-MEM_UNAVAIL: Memory was not available for handling the TopN request

Explanation The system cannot handle the TopN request because of lack of memory.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

TOPN_COUNTERS-5

Error Message %TOPN_COUNTERS-5-AVAILABLE: TopN report [dec] is available

Explanation The specified report is ready and can be viewed by the users.

Recommended Action This is an informational message only. No action is required.

Error Message %TOPN_COUNTERS-5-DELETED: TopN report [dec] deleted by [chars]

Explanation The specified report has been deleted by the specified user.

Recommended Action This is an informational message only. No action is required.

Error Message %TOPN_COUNTERS-5-KILLED: TopN report [dec] task killed by [chars]
[chars]

Explanation The system was in the process of generating the specified report, but the specified user terminated the report before its completion.

Recommended Action This is an informational message only. No action is required.

Error Message %TOPN_COUNTERS-5-NOPOINTS: No interfaces in the system match the interface type for the generation of the topN report [dec]

Explanation There were no interfaces in the system that matched the interface type selected in the specified report.

Recommended Action This is an informational message only. No action is required.

Error Message %TOPN_COUNTERS-5-STARTED: TopN collection for report [dec] started by [chars]

Explanation The TopN report that was requested by the specified user starts with the specified report number.

Recommended Action This is an informational message only. No action is required.

TPLUS Messages

This section contains Terminal Access Controller Access Control System (TACACS) protocol messages.

TPLUS-3

Error Message %TPLUS-3-FORKFAIL: Failed to fork process for [chars].

Explanation A process fork failed, probably due to insufficient memory.

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

TR-2

Error Message %TR-2-UNAVAILABLE: Unit %d, %s error

Explanation This message is similar to the %TR-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-2-UNAVAILABLE: Unit %d, PI %-08x %-08x %-08x %-08x %-08x %-08x

Explanation This message is similar to the %TR-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-2-UNAVAILABLE: Unit %d, no memory for %s

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 %TR-2-UNAVAILABLE: Unit %d, panic %-08x %-08x %-08x

Explanation The Token Ring monitor firmware detected a fatal error that indicates an impending interface 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs._CRIT

Error Message %TR-3-UNAVAILABLE: %s: Can't set address to a multicast (%e)

Explanation An attempt was made to set the Token Ring interface MAC address to a reserved multicast address.

Recommended Action Check your configuration. Make sure that your XNS and/or Novell Token Ring addresses have not inadvertently been set to reserved multicast addresses.

Error Message %TR-3-UNAVAILABLE: Bad unit number %d

Explanation This error message pertains only to the IGS. When displayed, it indicates that the system cannot find the chipset registers where it expects them to be. This is most likely a hardware error.

Recommended Action If this message recurs, call your technical support representative for assistance. It will be necessary to determine the hardware unit configuration.

Error Message %TR-3-UNAVAILABLE: Interface %s failed init diags (0x%04x), %s

Explanation The microcode attempted to run its diagnostics on the chip and failed.

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

Error Message %TR-3-UNAVAILABLE: Interface %s, adapter check error (fatal) (%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 this message recurs, call your technical support representative for assistance. You may need to replace the interface card

Error Message %TR-3-UNAVAILABLE: Interface %s, adapter check error (non-fatal) (%04x %04x %04x %04x)

Explanation The Token Ring monitor firmware detected a non-fatal error on the interface card.

Recommended Action Issue a clear interface command. If this message recurs, call your technical support representative for assistance.

Error Message %TR-3-UNAVAILABLE: Unit %d interface failure: %#x %#x %#x, idb state %d

Explanation The Token Ring Monitor firmware detected a fatal error due either to an internal software problem or to 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, Start completion and wrong idb state - 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, Tokenring firmware download failed got %#x, expected %#x, at address 0x%04x.%04x

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

Error Message %TR-3-UNAVAILABLE: Unit %d, bad bridge parameters: bridge_num=%d, max_rd=%d thisring=%d, targetring=%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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, bad buffersize = %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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, bad firmware type code during %s.
type=%#x, fw=%#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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, bad functional address=0x%08x, ring
mode=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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, change mode failed. result code=%#x, error code=%#x

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

Error Message %TR-3-UNAVAILABLE: Unit %d, init failed. result code=%#x, error code=%#x

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

Error Message %TR-3-UNAVAILABLE: Unit %d, no TMS380 firmware present. eagle=%#x, magic=%#x

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

Error Message %TR-3-UNAVAILABLE: Unit %d, open failed: %s, %s

Explanation The Token Ring interface was unable to insert itself into the ring. This is an indication of a busy or broken ring. The first character string in this error message indicates the stage of initialization at which the error occurred, and the second describes the error.

Recommended Action Try to open the interface again. This generally can be accomplished by issuing the clear interface tokenring command. If the error message recurs, call your Cisco technical support representative for assistance.

Error Message %TR-3-UNAVAILABLE: Unit %d, open failed: check the lobe cable DB-9 connection.

Explanation The Token Ring interface was unable to insert itself into the ring, and the error code returned indicates a wiring problem.

Recommended Action Check the cable connecting the router to the Token Ring MAU, and try to open the interface again. This generally can be accomplished by issuing the clear interface tokenring 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, reset failed, error code %-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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, ring number (%d) doesn't match established number (%d) .

Explanation The number you have configured for the local ring does not match the value currently in use on the ring.

Recommended Action Check the configuration to make sure you used the correct ring number. If it is correct, confirm the configuration of all other bridges on the ring to make sure they are using the same ring number.

Error Message %TR-3-UNAVAILABLE: Unit %d, set bridge failed (code %#x) .

Explanation A hardware error occurred. The source routing accelerator (SRA) chip on the Token Ring card could not be 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, set functional address failed (code %#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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TR-3-UNAVAILABLE: Unit %d, set group address failed (code %#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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

Error Message %TR-3-UNAVAILABLE: Unit %d, wire fault: check the lobe cable MAU connection.

Explanation The Token Ring hardware is reporting a wire fault condition.

Recommended Action Check the cable connecting the router to the Token Ring media attachment unit (MAU).

TR-6

Error Message %TR-6-UNAVAILABLE: %s: Ring Status: %s

Explanation This message is displayed when the Token Ring's status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic.

Recommended Action LOG_STD_NO_ACTION

Error Message %TR-6-UNAVAILABLE: TR%d: Ring Status: %s %s

Explanation This message is displayed when the Token Ring's status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic. The meaning of each status code is shown in the Token Ring Status Codes Table. Code Explanation Fatal 0x8000 Signal loss Yes 0x4000 Hard error Yes 0x2000 Soft error No 0x1000 Transmit beacon Yes 0x0800 Lobe wire fault Yes 0x0400 Auto removal error Yes 0x0100 Receive request removed Yes 0x0080 Counter overflow No 0x0040 Single station No 0x0020 Ring recovery No

Recommended Action Check the Token Ring for the indicated condition.

TRACKING Messages

This section contains object tracking (TRACKING) messages.

TRACKING-5

Error Message %TRACKING-5-STATE: %d %s %s %s %s-%s

Explanation A tracked object has changed its state.

Recommended Action No action is required.

TRAFFIC_UTIL Messages

This section contains traffic utilization (TRAFFIC_UTIL) messages.

TRAFFIC_UTIL-4

Error Message %TRAFFIC_UTIL-4-MONITOR_BACKPLANE_BELOW_THR: Backplane traffic utilization is %d%, below threshold(%d%) within %d second interval

Explanation The backplane traffic utilization is below the utilization threshold.

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

Error Message %TRAFFIC_UTIL-4-MONITOR_BACKPLANE_REACH_THR: Backplane traffic utilization is %d%, reached threshold(%d%) within %d second interval

Explanation The backplane traffic utilization has reached a utilization threshold.

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

Error Message %TRAFFIC_UTIL-4-MONITOR_FABRIC_EG_BELOW_THR: Module %d, Channel %d egress traffic utilization is %d%, below or equal threshold(%d%) within %d second interval

Explanation The fabric channel egress traffic utilization is below a utilization threshold.

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. If you still require assistance,

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

Error Message %TRAFFIC_UTIL-4-MONITOR_FABRIC_EG_REACH_THR: Module %d, Channel %d egress traffic utilization is %d%, reached threshold(%d%) within %d second interval

Explanation The fabric channel egress traffic utilization has reached a utilization threshold.

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

Error Message %TRAFFIC_UTIL-4-MONITOR_FABRIC_IG_BELOW_THR: Module %d, Channel %d ingress traffic utilization is %d%, below or equal threshold(%d%) within %d second interval

Explanation The fabric channel ingress traffic utilization is below a utilization threshold.

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

Error Message %TRAFFIC_UTIL-4-MONITOR_FABRIC_IG_REACH_THR: Module %d, Channel %d ingress traffic utilization is %d%, reached threshold(%d%) within %d second interval

Explanation The fabric channel ingress traffic utilization has reached a utilization threshold.

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. If you still require assistance,

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

TRANGE Messages

This section contains time-range (TRANGE) error messages.

TRANGE-2

Error Message %TRANGE-2-NOMEMORY: Alloc fail for time-range config buffer.
Disabling distributed mode on lc

Explanation The system was unable to allocate a buffer to send time-range configuration information to the 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show chunks** commands and your pertinent troubleshooting logs. show chunks

Error Message %TRANGE-2-WRONGREQUEST: Invalid request to allocate chunk of size %d

Explanation A request was made to allocate a time-range chunk greater than the maximum allowed size (TRANGE_LARGE_CHUNK_SZ).

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

Error Message %TRANGE-2-WRONGSIZE: Incorrect length trange ipc xdr of len=%d received

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

TRANSCEIVER Messages

This section contains transceiver module messages.

Error Message %TRANGE-2-NOMEMORY: Alloc fail for time-range config buffer. Disabling distributed mode on lc

Explanation Unable to malloc a buffer to send time-range configuration down to linecards.

Recommended Action Enter a show chunks command and report the output, along with this error message, to your technical support representative.

TRANSCEIVER-3

Error Message %TRANSCEIVER-3-ATTACH_FAILURE: Detected for transceiver module in [chars], module disabled

Explanation A software device driver attach has failed. This condition could be caused by a software, firmware, or hardware problem, but a software or firmware problem is more likely. As a result of the error, the module is disabled.

Recommended Action Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRANSCEIVER-3-CHECKSUM_ERROR: Detected in the transceiver module in [chars], module disabled

Explanation A checksum error was detected when reading the ID PROM of a transceiver module for the specified interface. As a result of the error, the module is disabled.

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

Error Message %TRANSCEIVER-3-INIT_FAILURE: Detected for transceiver module in [chars], module disabled

Explanation An initialization failure occurred for the transceiver module for the specified interface. This condition could be caused by a software, firmware, or hardware problem. As a result of the error, the module is disabled.

Recommended Action Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRANSCEIVER-3-INTERNAL_ERROR: [chars]

Explanation The transceiver subsystem encountered an internal software error. The message contains text that 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRANSCEIVER-3-NOT_COMPATIBLE: Detected for transceiver module in [chars], module disabled

Explanation The transceiver module for the specified interface is not compatible with the interface. As a result of the error, the module is disabled.

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

Error Message %TRANSCEIVER-3-NOT_IDENTIFIED: Detected for transceiver module in [chars], module disabled

Explanation The transceiver module for the specified interface could not be identified and may not be compatible with the interface. As a result of the error, the module is disabled.

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

Error Message %TRANSCEIVER-3-NOT_SUPPORTED: Detected for transceiver module in [chars], module disabled

Explanation The transceiver module for the specified interface is not a Cisco supported module. As a result of the error, the module is disabled.

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

Error Message %TRANSCEIVER-3-OPER_ENABLE_FAILURE: Detected for transceiver module in [chars], module disabled

Explanation Failed to enable the transceiver module for the specified interface. This condition could be caused by a software, firmware, or hardware problem. As a result of the error, the module is disabled.

Recommended Action Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRANSCEIVER-3-RPC_FAILED: Application error rc = [dec]:

Explanation The system failed to retrieve the information required to execute the command.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show version** 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRANSCEIVER-3-RPC_LC_PROC_INIT_FAIL: Transceiver RPC init failure: [chars]

Explanation The system failed to create the resources required to process user interface commands for transceivers. The error is not fatal but some **show** commands could fail.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show version** 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRANSCEIVER-3-RPC_PROCESSING_ERROR: Transceiver RPC error: [chars]

Explanation A nonfatal error occurred during the processing of an RPC message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show version** 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRANSCEIVER-3-SM_CREATION_FAILURE: Transceiver OIR State Machine creation failed for [chars], module disabled.

Explanation A state machine could not be created for the transceiver OIR operation. If a memory allocation message was also received with this message, this condition indicates insufficient system memory. Other possible causes include an invalid subblock pointer.

Recommended Action If it is insufficient system memory, reduce other system activity to ease memory demands. 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TRANSCEIVER-6

Error Message %TRANSCEIVER-6-INSERTED: transceiver module inserted in [chars]

Explanation The online insertion and removal (OIR) facility detected a newly inserted transceiver module for the interface specified in the error message.

Recommended Action This is an informational message only. No action is required.

Error Message %TRANSCEIVER-6-REMOVED: Transceiver module removed from [chars]

Explanation The online insertion and removal (OIR) facility detected the removal of a transceiver module from the specified interface.

Recommended Action This is an informational message only. No action is required.

TRUNK-3

Error Message %TRUNK-3-UNAVAILABLE: Bad doorbell message type to framer: %d

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

Error Message %TRUNK-3-UNAVAILABLE: Cannot send message to framer; no more messages available

Explanation The memory buffer for message passing between the trunk card and framer processors has been exhausted. Either the messages are not being picked up or are being generated too quickly.

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

Error Message %TRUNK-3-UNAVAILABLE: Invalid framer firmware code file.

Explanation The software has detected an invalid framer firmware image that cannot be downloaded.

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

Error Message %TRUNK-3-UNAVAILABLE: Invalid value (%d) for shelf %d; exceeds %d

Explanation An internal software error occurred. An attempt was made to reference a shelf number larger than the installed maximum.

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

Error Message %TRUNK-3-UNAVAILABLE: No longer receiving heartbeats from framer CPU.

Explanation Communication from the framer processor to the trunk card processor has stopped. The framer processor is no longer passing status to the trunk card processor nor accepting messages from the trunk card 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRUNK-3-UNAVAILABLE: T1 Port %d on slot %d is now in drop-insert mode.

Explanation The user has dropped a T1 port on a CT3 card by pressing the pushbutton on the CT3 card. This is a disruptive action in that any existing calls will be dropped.

Error Message %TRUNK-3-UNAVAILABLE: T1 Port %d on slot %d taken out of drop-insert mode.

Explanation The user has restored a T1 port on a CT3 card by pressing the pushbutton on the CT3 card. This port was earlier dropped by the user and has now been taken out of dropped mode.

Error Message %TRUNK-3-UNAVAILABLE: Timed out waiting for framer CPU to respond.

Explanation The framer processor did not reply to the read request during a specified amount of time.

Error Message %TRUNK-3-UNAVAILABLE: Trunk card initialization failed due to: %s

Explanation Trunk card initialization has failed due to the specified reason.

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

Error Message %TRUNK-3-UNAVAILABLE: Unknown type 0x%x in shelf %d slot %d

Explanation The card in the specified slot and shelf was not recognized as either a T1 or E1 interface. This indicates a hardware or software 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TRUNK-3-UNAVAILABLE: selected clock on slot %d port %d is bad.Accepting the config.

Explanation The clock status as reported by the framer is bad. Either no cable is plugged in or the port is indeed bad. Configuration is accepted and as soon as the port in reference turns good, it will be applied.

Recommended Action If user is configuring the clocks configuration in advance while there is no card in the corresponding slot or no cable is plugged in yet and if he is aware of this fact, then there is no action that needs to be taken. Otherwise, choosing another good clock and troubleshooting the bad clock from the port in reference is recommended.

TRUNK_CLOCK-3

Error Message %TRUNK_CLOCK-3-UNAVAILABLE: Failed to allocate memory for the clocks

Explanation The clock switching software has failed to allocate memory while adding a clock.

Recommended Action LOG_STD_NO_ACTION

TRUNK_CLOCK-6

Error Message %TRUNK_CLOCK-6-UNAVAILABLE: Switching to the clock on slot %d port %d priority %d as the current primary has gone bad

Explanation The TDM primary clock has switched to a backup clock coming in via the specified trunk as the current primary clock has gone bad.

Recommended Action LOG_STD_NO_ACTION

Error Message %TRUNK_CLOCK-6-UNAVAILABLE: Switching to the user configured external clock on motherboard

Explanation The TDM primary clock is switching from the default clock to the user configured external clock in motherboard.

Recommended Action LOG_STD_NO_ACTION

Error Message %TRUNK_CLOCK-6-UNAVAILABLE: Switching to the user configured freerunning clock on motherboard

Explanation The TDM primary clock is switching from the default clock to the user configured free running clock in motherboard.

Recommended Action LOG_STD_NO_ACTION

Error Message %TRUNK_CLOCK-6-UNAVAILABLE: Switching to the user configured trunk clock on slot %d port %d priority %d

Explanation The TDM primary clock is switching from the default clock to the user configured trunk clock.

Recommended Action LOG_STD_NO_ACTION.

Error Message %TRUNK_CLOCK-6-UNAVAILABLE: There are no good clocks in the system. Remain in HOLDOVER mode

Explanation The clock selection algorithm has failed to select any clock as the TDM primary clock.

Recommended Action LOG_STD_NO_ACTION.

TRUNK_DFC-3

Error Message %TRUNK_DFC-3-UNAVAILABLE: Could not download trunk firmware in slot %d

Explanation Cannot download trunk firmware

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

Error Message %TRUNK_DFC-3-UNAVAILABLE: Failed to create context for dsx3 controller in %d/%d

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

Error Message %TRUNK_DFC-3-UNAVAILABLE: Failed to create controller for %d/%d

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

Error Message %TRUNK_DFC-3-UNAVAILABLE: Failed to create trunk slot instance for slot %d

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

Error Message %TRUNK_DFC-3-UNAVAILABLE: Reset failed for Trunk DFC ROM in slot %d

Explanation Cannot take Trunk DFC out of reset

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

Error Message %TRUNK_DFC-3-UNAVAILABLE: Trunk DFC ROM in slot %d failed: %s

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

Error Message %TRUNK_DFC-3-UNAVAILABLE: Trunk DFC firmware in slot %d is not ready

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

Error Message %TRUNK_DFC-3-UNAVAILABLE: Trunk DFC in slot %d: SDRAM failed
[0x%x..0x%x]

Explanation Trunk DFC SDRAM test failed indicating bad memory location

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

TSP-3

Error Message %TSP-3-UNAVAILABLE: %s

Explanation Internal Finite State Machine Error.

Recommended Action Contact your technical support representative, include the full text of the error message.

Error Message %TSP-3-UNAVAILABLE: no free event structure available from %s for DSP message

Explanation There were no event 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.

Error Message %TSP-3-UNAVAILABLE: voice port %s: call connection id [0x%x 0x%x 0x%x 0x%x]

Explanation There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

Recommended Action Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

Error Message %TSP-3-UNAVAILABLE: voice port %s: status=0x%x message=0x%x

Explanation The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

Recommended Action Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

TSP-5

Error Message %TSP-5-UNAVAILABLE: %s at slot %d, unit %d, channel %d

Explanation A PRI signalling channel is added/deleted to TSP's inventory of signalling channels.

Recommended Action This is a notification message only. No action is required.

TTY-3

Error Message %TTY-3-UNAVAILABLE: Cannot create %s process

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

Error Message %TTY-3-UNAVAILABLE: TTY%t: Modem auto-configuration failed

Explanation Modem auto-configuration failed either because the modem rejected the configuration string or because of a timeout. An attempt should be made to apply the configuration string manually.

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

TTYDRIVER-2

Error Message %TTYDRIVER-2-UNAVAILABLE: Unable to allocate %d I/O buffers

Explanation A buffer memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

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

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

Error Message %TTYDRIVER-2-UNAVAILABLE: Unable to allocate break block from I/O mem

Explanation The router does not have enough I/O memory for buffers.

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

TTYDRIVER-3

Error Message %TTYDRIVER-3-UNAVAILABLE: No particles available to set up for output on tty %s

Explanation A software error occurred resulting in an unexpected exhaustion of the pool of data buffers used by the modem drivers.

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

Error Message %TTYDRIVER-3-UNAVAILABLE: Non-zero outcount but no transmit particle on tty %s

Explanation A software error occurred and left a software structure in an unexpected 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %TTYDRIVER-3-UNAVAILABLE: RTS is incorrectly deasserted for tty %s; reasserting now

Explanation A software error occurred resulting in an invalid state for the RTS modem signal

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

Error Message %TTYDRIVER-3-UNAVAILABLE: Unknown encapsulation on interface %s

Explanation A software error occurred resulting in an unknown encapsulation type on the interface specified by 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TTYDRIVER-3-UNAVAILABLE: Unknown port type (%d)

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

TRIFECTA Messages

This section contains Trifecta service module messages.

Error Message %TRIFECTA-6-X86_FPGAVER_MISMATCH: Module [dec]: [chars]

Explanation Trifecta X86 FPGA version mismatch.

Recommended Action No action is required.

Error Message %TRIFECTA-6-X86ONLINE: Trifecta X86 in slot [dec] is online.

Explanation Trifecta X86 has finished booting up and is online.

Recommended Action No action is required.

Error Message %TRIFECTA-6-X86_RESTART_REASON: Module [dec]: [chars]

Explanation Trifecta X86 restart reason.

Recommended Action No action is required.

TTFIB_NP_CLIENT Messages

This section contains Toaster Tag FIB (TTFIB) NP client messages.

TTFIB_NP_CLIENT-3

Error Message %TTFIB_NP_CLIENT-3-ERROR: [chars] [chars] [chars]

Explanation Failed to set or clear port mode flags because the NP returned a failure condition.

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

Error Message %TTFIB_NP_CLIENT-3-INFO: [chars]

Explanation TTFIB NP client failed to initialize properly, which results in improper operation of the any transport over MPLS (AToM) feature.

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

Error Message %TTFIB_NP_CLIENT-3-NOMEM: [chars]

Explanation TTFIB NP client failed to initialize properly, which results in improper operation of the any transport over MPLS (AToM) feature.

Recommended Action This message 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. Reload the Cisco IOS image on the affected card or platform. If the error 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TTFIB_NP_CLIENT-4

Error Message %TTFIB_NP_CLIENT-4-HDLC: [chars]

Explanation Improper usage of SIP-400 for the HDLC over MPLS (HDLCoverMPLS) feature.

Recommended Action This is an informational message only. No action is required.

Error Message %TTFIB_NP_CLIENT-4-PPP: [chars]

Explanation Improper usage of SIP-400 for the PPP over MPLS (PPPoMPLS) feature.

Recommended Action This is an informational message only. No action is required.

Error Message %TTFIB_NP_CLIENT-4-VPLS: [chars]

Explanation Improper usage of SIP-400 for the Virtual Private LAN Service (VPLS) feature.

Recommended Action This is an informational message only. No action is required.

Error Message %TTFIB_NP_CLIENT-4-WARN: [chars] [dec] [chars]

Explanation A TTFIB entry could not be added because the entry passed is invalid.

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

TUN Messages

This section contains tunnel messages.

TUN-3

Error Message %TUN-3-API_ARGS: unexpected arguments: [chars], [chars]

Explanation A public tunnel component API was called with arguments outside the expected boundaries.

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

Error Message %TUN-3-ENDPOINT_ERROR: [chars] [chars]

Explanation An internal software error occurred during manipulating the tunnel endpoint database.

Recommended Action No action is required.

Error Message %TUN-3-ENDPOINT_STORE: Operation [chars] failed for [chars]

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

Error Message %TUN-3-ILLEGAL_ARGS: Illegal arguments - [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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %TUN-3-MTUCONFIGEXCEEDSL2MTU_IPV4: [chars] IPv4 MTU configured [int] exceeds tunnel maximum MTU [int]

Explanation An IPv4 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv4 since IPv4 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.

Recommended Action If a specific IPv4 MTU value is not required, it is recommended that you leave the value at the default by typing **no ip mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the interface MTU value from the **show interface tunnel** command and adjust **ip mtu** on the tunnel interface to be lower than or equal to this.

Error Message %TUN-3-MTUCONFIGEXCEEDSL2MTU_IPV6: [chars] IPv6 MTU configured [int] exceeds tunnel maximum MTU [int]

Explanation An IPv6 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum

MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv6 since IPv6 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.

Recommended Action If a specific IPv6 MTU value is not required, it is recommended that you leave the value at the default by typing **no ipv6 mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the interface MTU value from the **show interface tunnel** command and adjust **ipv6 mtu** on the tunnel interface to be lower than or equal to this.

TUN-4

Error Message %TUN-4-MTUCONFIGEXCEEDSTRMTU_IPV4: [chars] IPv4 MTU configured [int] exceeds tunnel transport MTU [int]

Explanation An IPv4 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

Recommended Action If a specific IPv4 MTU value is not required, it is recommended that you leave the value at the default by typing **no ip mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the tunnel transport MTU value from the **show interface tunnel** command and adjust **ip mtu** on the tunnel interface to be lower than or equal to this.

Error Message %TUN-4-MTUCONFIGEXCEEDSTRMTU_IPV6: [chars] IPv6 MTU configured [int] exceeds tunnel transport MTU [int]

Explanation An IPv6 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

Recommended Action If a specific IPv6 MTU value is not required, it is recommended that you leave the value at the default by typing **no ipv6 mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the tunnel transport MTU value from the **show interface tunnel** command and adjust **ipv6 mtu** on the tunnel interface to be lower than or equal to this.

Error Message %TUN-4-MTUCONFIGLESSTHAN_MINIPV4MTU: [chars] IPv4 MTU [int] is lesser than the minimum IP MTU [int], fragmentation may occur

Explanation The IPv4 MTU value calculated on the tunnel interface is less than the minimum IP MTU. The MTU of the underlying exit interface of the tunnel is too small. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

Recommended Action If a specific MTU value is not required for the exit interface, it is recommended that you leave the value at the default by typing **no mtu** on the exit interface. If a specific value is required, it is recommended that you check the MTU value from the **show interface** command for the exit interface and adjust **mtu** on the tunnel exit to be higher than this.

Error Message %TUN-4-UDLR_IDB_ERROR: UDLR [chars] - [chars]

Explanation An error was encountered on a unidirectional link routing (UDLR) interface.

Recommended Action No action is required.

TUN-5

Error Message %TUN-5-HW_IF_INDEX_ILLEGAL: Attempt to create tunnel interface for [chars] with illegal index: [dec]

Explanation The creation of a tunnel interface failed due to an invalid index.

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

Error Message %TUN-5-INIT_ERROR: A critical error [chars] occurred during initialization

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

Error Message %TUN-5-RECURDOWN_SRC: [chars] linestate down, recursive source interface, next output [chars]

Explanation While the tunnel line state was being evaluated, a source interface was revisited.

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

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

Error Message %TUN-5-TUN_DB_IF: Operation on tunnel interface table failed for [chars] - [chars]

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

Error Message %TUN-5-TUN_HWIDB_DELETE: Failed to delete hwidb for Tunnel [dec] index [dec]

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

Error Message %TUN-5-TUN_HWIDB_LIST_DELETE: Failed to delete [chars] from tunnel hwidb list

Explanation The deletion of a tunnel from the hardware IDB list 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %TUN-5-TUN_HWIDB_LIST_INSERT: Failed to add [chars] to tunnel hwidb list

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

Error Message %TUN-5-TUN_HWIDB_RECYCLE: Failed to recycle hwidb for Tunnel [dec] index [dec]

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

Error Message %TUN-5-TUN_LIST_CREATE: Failed to create tunnel list [chars]

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

Error Message %TUN-5-TUN_SWIDB_DELETE: Failed to delete swidb for Tunnel [dec] index [dec]

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

Error Message %TUN-5-TUN_SWIDB_RECYCLE: Failed to recycle swidb for Tunnel [dec] index [dec]

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

Error Message %TUN-5-TUN_TABLE: Operation [chars] on tunnel table failed for [chars] - [chars]

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

Error Message %TUN-5-TUN_UNIT_LIST_DELETE: Failed to delete entry unit [dec] to tunnel unit list

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

Error Message %TUN-5-TUN_UNIT_LIST_INSERT: Failed to add entry unit [dec] to tunnel unit list

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

TUNSS Messages

This section contains tunnel security messages.

Error Message %TUNSS-6-PROTECTION_BAD_TUN_MODE: Tunnel mode [chars] not supported by tunnel protection. Protection removed.

Explanation The chosen tunnel mode is not supported by tunnel protection interfaces. Protection has been turned off and removed.

Recommended Action Unless protection is desired on this interface, no action is required. If protection is desired, a crypto-map must be used instead.

Error Message %TUNSS-3-PROTECTION_PROCESS_FAIL

: Failed to create tunnel security process

Explanation The system failed to start a processes necessary to do tunnel protection.

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

TWOBIT

Error Message %TWOBIT-3-UNAVAILABLE: %s: Error encountered (fsm rc %d)

Explanation A 2bt protocol driver finite state machine error detected. This is not a fatal error.

Recommended Action This error means a 2bt protocol software error. However, this is not fatal since a retry mechanism ensures correct behaviour again. If this error message is repeatedly seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information

Error Message %TWOBIT-3-UNAVAILABLE: %s: Invalid fsm state (%s) (state %d)

Explanation A 2bt protocol driver finite state machine error detected. This is not a fatal error.

Recommended Action This means there has been a glitch in the 2bt protocol negotitaion. However, this is not fatal since a retry mechanism ensures correct behaviour again. If this error message is repeatedly seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information

Error Message %TWOBIT-3-UNAVAILABLE: Failed to allocate hardware timer

Explanation The 2bt protocol driver finite state machine was unable to allocate a hardware timer that it requires for operation.

Recommended Action This means there has been a glitch in the 2bt protocol negotitaion. This error will cause the 2 bt protocol to malfunction and cause higher layer applications that use this communication mechanism to fail. If this error message is seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information.

TXCONN-3

Error Message %TXCONN-3-UNAVAILABLE: Bad Transaction ID, flushing out request for client %i connected server %s, killing connection.

Explanation Bad input stream.

Recommended Action This is an informational message. LOG_STD_NO_ACTION

Error Message %TXCONN-3-UNAVAILABLE: Bad license key configured for Transaction Connection.

Explanation The license key configured with the txconn license configuration command is not valid.

Recommended Action Check that the license key was entered correctly in the txconn license configuration command. Refer to the txconn feature documentation for information on how to obtain a valid license key.

Error Message %TXCONN-3-UNAVAILABLE: Bad remote LU '%s' configured for server %s

Explanation The remote LU configured for the txconn server is incorrect.

Recommended Action Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Be sure to check that the SNA network name is correct as well as the LU name.

Error Message %TXCONN-3-UNAVAILABLE: Exception %s from transaction %s to %s from client %i

Explanation An unexpected transaction 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to 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 txconn data command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

Error Message %TXCONN-3-UNAVAILABLE: Out of resource, cannot create transaction for client %i connected server %s, killing connection.

Explanation The router is out of memory.

Recommended Action This is an informational message. LOG_STD_NO_ACTION

Error Message %TXCONN-3-UNAVAILABLE: Unexpected client data, flushing out the request for client %i connected server %s.

Explanation Bad input stream.

Recommended Action This is an informational message. LOG_STD_NO_ACTION

Error Message %TXCONN-3-UNAVAILABLE: Unknown mode '%s' configured for server %s

Explanation The mode configured for the txconn server was rejected by the remote database server.

Recommended Action Contact your SNA network administrator to determine the correct name of the mode to use to connect to DB2 on the remote database server.

TXCONN-5

Error Message %TXCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

Explanation The userid and/or password passed in by the client were rejected by the remote database server.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %TXCONN-5-UNAVAILABLE: CICS server %s has become unavailable. Recovery is in progress.

Explanation A CICS server for a configured destination has become unavailable. All client connections to this server will be rejected until it becomes available again.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %TXCONN-5-UNAVAILABLE: CICS server %s is now available.

Explanation A CICS server that was previously unavailable has become available. All client connections to this server will now be accepted.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %TXCONN-5-UNAVAILABLE: Client %i connected to server %s has timed out after %TE.

Explanation The client was idle for too long, and the idle timeout configured for the txconn server expired.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

Error Message %TXCONN-5-UNAVAILABLE: Transaction %x of Client %i connected to server %s has timed out after %TE.

Explanation The transaction was idle for too long, and the idle timeout configured for the txconn server expired.

Recommended Action This is an informational message only. LOG_STD_NO_ACTION

UAM Messages

This section contains Upgrade Analysis Module (UAM) messages.

UAM-3

Error Message %UAM-3-IMPACT_FAMILY: UAM is unable to get the impact of the upgrade on '%s' linecards family (SR is '%s')

Explanation The Upgrade Analysis Module (UAM) is unable to determine the impact of the current upgrade for the line cards belonging to the specified family. An upgrade operation will probably result in the resetting of all line cards in that family.

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

Error Message %UAM-3-INVALID_CONTEXT: Trying to stop the upgrade, but there is no upgrade currently

Explanation An application is trying to stop an upgrade cycle, but there is no upgrade in progress.

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

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

Error Message %UAM-3-INVALID_WB: Trying to set an invalid watched boolean

Explanation During runtime, the UAM is trying to release a process using an invalid internal data structure. The command line interface will probably be blocked or the standby supervisor will be unable to boot.

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

UBR7200

Error Message %UBR7200-0-UNAVAILABLE: %s measured at %s is too high: shutdown temperature %s

Explanation Current temperature exceeds the max shutdown temperature

Recommended Action Determine cause of the high temperature and correct if possible.

Error Message %UBR7200-0-UNAVAILABLE: %s measured at %s is too high: shutdown voltage %s

Explanation Current voltage exceeds the max shutdown voltage

Recommended Action Determine cause of the high voltage and correct if possible.

Error Message %UBR7200-0-UNAVAILABLE: %s measured at %s is too low: shutdown voltage %s

Explanation Current voltage exceeds the min shutdown voltage

Recommended Action Determine cause of the low voltage and correct if possible.

Error Message %UBR7200-0-UNAVAILABLE: CMTS(%d/%d), Init failed, CSR%d=0x%04x.

Explanation Most likely Hardware failure

Recommended Action Replace defective Line Card

Error Message %UBR7200-0-UNAVAILABLE: uBR requires CPU card type NPE150 or higher

Explanation NPE100 is not supported in uBR

Recommended Action Upgrade CPU card to NPE150 or higher

Error Message %UBR7200-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

Explanation Most likely system or hardware failure

Recommended Action Replace Line Card

UBR7200-1

Error Message %UBR7200-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

Explanation Most likely system or hardware failure

Recommended Action Replace Line Card

UBR7200-3

Error Message %UBR7200-3-UNAVAILABLE: %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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UBR7200-3-UNAVAILABLE: AWACS Slot %d is dead

Explanation Daughter board DSP hungs

Recommended Action Reload image, if still fail, replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: CMTS(%d/%d), Buffer ownership error, pak=0x%x.

Explanation Most likely hardware failure

Recommended Action Replace defective board

Error Message %UBR7200-3-UNAVAILABLE: Can not remove Burst Profile. Burst Profile is in use

Explanation Current Modulation profiles defined currently use this burst profile

Recommended Action Remove the modulation profile(s) that use this burst profile, then reissue the command.

Error Message %UBR7200-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

Explanation Your system is out of available MAC addresses.

Recommended Action Contact technical support.

Error Message %UBR7200-3-UNAVAILABLE: Cannot send maps as current_map ptr is NULL, ds-%x, current_map-%x: %s

Explanation This is an internal error, or may indicate a memory problem.

Recommended Action Check your available memory. If necessary, add more memory to the system.

Error Message %UBR7200-3-UNAVAILABLE: Could not start Spectrum Management process

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

Error Message %UBR7200-3-UNAVAILABLE: DSP FLASH memory failed

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: DSP SRAM failed

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: DSP SRAM semaphore failed

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: DSP failed for unknown reason(0x%x)

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: DSP id read 0x%x,expect 0x%x

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: DSP side dual-port SRAM failed

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: Device reported %#x

Explanation Most likely hardware failure

Recommended Action Replace defective hardware

Error Message %UBR7200-3-UNAVAILABLE: Exceeds %d %s

Explanation The total bandwidth of fast and medium bandwidth port adapters exceed the rated capacity of this system.

Recommended Action Refer to the configuration guidelines for the maximum allowed high and medium bandwidth port adapters for the system.

Error Message %UBR7200-3-UNAVAILABLE: Failed downloading.

Explanation Failed DSP downloading

Recommended Action Reload image, if still fail replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: Failed end downloading.

Explanation Failed last step of DSP downloading

Recommended Action Reload image, if still fail replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: Interface %s Port U%d invalid, highest port number is U%d

Explanation Upstream port number must be valid.

Recommended Action Redo command with valid upstream port number.

Error Message %UBR7200-3-UNAVAILABLE: Interface %s, ARP reply from invalid source. Expected SID=%d, Actual SID=%d

Explanation There might be a spoofing attempt going on

Recommended Action Look for possible spoofing attempt

Error Message %UBR7200-3-UNAVAILABLE: Interface %s, ARP request from invalid source. IP=%i, MAC=%e, Expected SID=%d, Actual SID=%d

Explanation There might be a spoofing attempt going on

Recommended Action Look for possible spoofing attempt

Error Message %UBR7200-3-UNAVAILABLE: Interface %s, Failed to send intercept packet to server %i:%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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UBR7200-3-UNAVAILABLE: Interface %s, IP address %i from MAC %e is already in use. SID = %d

Explanation There might be a spoofing attempt going on.

Recommended Action Look for possible spoofing attempt

Error Message %UBR7200-3-UNAVAILABLE: Interface %s, IP packet from invalid source. IP=%i, MAC=%e, Expected Interface=%s SID=%d, Actual Interface=%s SID=%d

Explanation There might be a spoofing attempt going on.

Recommended Action Look for possible spoofing attempt

Error Message %UBR7200-3-UNAVAILABLE: Interface %s, IP packet from invalid source. IP=%i, MAC=%e, Expected SID=%d, Actual SID=%d

Explanation There might be a spoofing attempt going on.

Recommended Action Look for possible spoofing attempt

Error Message %UBR7200-3-UNAVAILABLE: Invalid Channel ID(%s): chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

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

Error Message %UBR7200-3-UNAVAILABLE: Maximum number of SIDS have been allocated for interface %s

Explanation The Maximum number of Cable Modems are on line

Recommended Action Assign Cable Modem to another Line Card

Error Message %UBR7200-3-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 %UBR7200-3-UNAVAILABLE: Plx9050 id read 0x%x,expect 0x%x

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: Plx9080 id read 0x%x,expect 0x%x

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: SPI BUS READ 0x%02x BYTES SHORT(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

Explanation Read error on PHY chip serial communications bus.

Recommended Action Line card is defective, replace it.

Error Message %UBR7200-3-UNAVAILABLE: SPI PENDING NO READ DATA(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

Explanation Read error on PHY chip serial communications bus.

Recommended Action Line card is defective, replace it.

Error Message %UBR7200-3-UNAVAILABLE: SPI PENDING READ ERROR(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

Explanation Read error on PHY chip serial communications bus.

Recommended Action Line card is defective, replace it.

Error Message %UBR7200-3-UNAVAILABLE: SPI PENDING WRITE ERROR(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

Explanation Write error on PHY chip serial communications bus.

Recommended Action Line card is defective, replace it.

Error Message %UBR7200-3-UNAVAILABLE: Switching to backup dsp image failed

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: Unknown chassis model.

Explanation Data stored in midplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

Error Message %UBR7200-3-UNAVAILABLE: XILINX not up, reset reg is 0x%x

Explanation Daughter board hardware failure

Recommended Action Replace defective daughter board

Error Message %UBR7200-3-UNAVAILABLE: failed init download.

Explanation Failed initiating DSP downloading

Recommended Action Reload image, if still fail replace defective daughter board

UBR7200-4

Error Message %UBR7200-4-UNAVAILABLE: Bad timing offset %ld detected for cable modem %e.

Explanation The cable modem is not using the correct starting offset during initial ranging. This causes a zero, negative timing offset to be recorded by the CMTS for this modem. The CMTS internal algorithm(s) that rely on the timing offset parameter, will exclude such modems from any analysis. Such bad modems may or may-not be able to function depending on their physical location on the cable plant

Recommended Action Locate the cable modem based on MAC address and report initial timing offset problem to the CM vendor

Error Message %UBR7200-4-UNAVAILABLE: Cable modem %e is online on both interface %s and interface %s.

Explanation The cable modem has been detected on two interfaces.

Recommended Action Check for cable modems with duplicate MAC addresses.

Error Message %UBR7200-4-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 %UBR7200-4-UNAVAILABLE: Hardware Fault

Explanation Hardware fault in Clockcard

Recommended Action Replace clock card

Error Message %UBR7200-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

Explanation CPU Revision ID is unreadable.

Recommended Action Update CPU board.

Error Message %UBR7200-4-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 %UBR7200-4-UNAVAILABLE: Old version NPE-175/225 with Rev = 0x%02x system controller. Contact upgrades-info@cisco.com for replacement

Explanation NPE board has been recalled due to an errata in the system controller chip.

Recommended Action Replace NPE-175/225 Board

Error Message %UBR7200-4-UNAVAILABLE: SID cannot be resolved from the leasequery reply for IP %i

Explanation Relay-agent option might not be configured.

Recommended Action Make sure relay-agent option is configured. Also make sure save-relay-agent-data is enabled on CNR.

Error Message %UBR7200-4-UNAVAILABLE: Unknown MAC address block size.

Explanation Data stored in midplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

UBR7200-5

Error Message %UBR7200-5-UNAVAILABLE: Authorization failed for Cable Modem %e on interface %s

Explanation The registration of this modem failed due to an invalid MIC string

Recommended Action Make sure the shared secret in the configuration file matches the shared secret configured in the ubr7200.

Error Message %UBR7200-5-UNAVAILABLE: Bad timer expiry in downstream traffic shaper process, Timer %x

Error Message %UBR7200-5-UNAVAILABLE: CMTS deleted BPI unauthorized Cable Modem %e

Explanation Unauthorized cable modem deleted to enforce CM go through BPI authorization.

Recommended Action Check modem interface configuration for privacy mandatory, or errors in tftp configuration file.

Error Message %UBR7200-5-UNAVAILABLE: CMTS deleted unregistered Cable Modem %e

Explanation Unregistered cable modem deleted to avoid unaccounted bandwidth usage.

Recommended Action Check modem i/f config for registration bypass, or errors in tftp config file.

Error Message %UBR7200-5-UNAVAILABLE: Handshake DSP is successful after %d ms delay

Explanation DSP is up and running

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Interface %s Current total reservation of %d bps on Port U%d, exceeds its maximum configured reservation limit of %d bps.

Explanation The currently reserved capacity on the upstream channel already exceeds the virtual reservation capacity of that upstream channel (based on configured subscription level limit).

Recommended Action Need to load balance modems requesting reserved upstream rate on some other upstream channel, or increase the subscription level limit on current upstream channel at increasing risk of not being able to guarantee the individual reserved rates for modems if this upstream channel is already oversubscribed beyond raw capacity

Error Message %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, changed state to %s

Explanation The upstream port was brought up or down.

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, continuous frequency hop ended at %u.%03u MHz

Explanation At least one modem came back online. This message logs the abort of continuous frequency hop.

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, continuous frequency hop started

Explanation All modems just went offline. This message logs the start of continuous frequency hop.

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, frequency changed to %u.%03u MHz

Explanation The upstream channel frequency was changed.

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, input power level changed to %d dBmV

Explanation The upstream channel input power level was changed.

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, input power level fixed at %d dBmV

Explanation Setting the upstream frequency to a fixed value caused the upstream input power level to assume a fixed value.

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Invalid DOCSIS Message received from a Cable Modem for interface %s

Explanation This is a DOCSIS Message, but not an appropriate message for the uBR.

Recommended Action Locate Cable Modem sending this message and replace with DOCSIS compliant modem.

Error Message %UBR7200-5-UNAVAILABLE: New host with IP address %i and MAC %e on SID %d is ignored.

Explanation Number of hosts on the SID has been exceeded.

Recommended Action Locate the Cable Modem in question

Error Message %UBR7200-5-UNAVAILABLE: Not implemented DOCSIS MESSAGE received from a Cable Modem for interface %s

Explanation This uBR does not support this type of message. The system may be connected to a non-compliant modem.

Recommended Action This message is informational only. To be sure there is no problem, you may contact technical support.

Error Message %UBR7200-5-UNAVAILABLE: Recovering and switching back to regular dsp image succeeded

Explanation DSP recover operation using backup image succeeded

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Registration failed for Cable Modem %e on interface %s%s: %s

Explanation The registration of this modem failed due to an invalid or unsupported Class of Service setting.

Recommended Action Make sure the Class of Service fields in the configuration file are set correctly.

Error Message %UBR7200-5-UNAVAILABLE: Switching to backup dsp image succeeded

Explanation Switching to backup dsp image succeeded

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Time scheduled event, spectrum group %u, %s

Explanation A time scheduled reconfiguration event occurred on an interface.

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Trying to switch to backup dsp image

Explanation Trying to recover DSP using backup image

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-5-UNAVAILABLE: Unable to create downstream traffic shaping queues

Error Message %UBR7200-5-UNAVAILABLE: Unable to fork downstream shaper process

Error Message %UBR7200-5-UNAVAILABLE: Upstream Channel Change not valid for interface %s

Explanation The software does not support this command for this interface

Recommended Action Please use this command on a multiple upstream Line card.

UBR7200-6

Error Message %UBR7200-6-UNAVAILABLE: %s burst's preamble length in modulation profile %d is adjusted to the operable value.

Explanation The preamble length in the burst profile has adjusted to the valid value.

Recommended Action Informational only

Error Message %UBR7200-6-UNAVAILABLE: Cable Clock primary reference is midplane TDM clock

Explanation Clockcard primary reference is from midplane TDM clock

Recommended Action Informational only

Error Message %UBR7200-6-UNAVAILABLE: Cable clock %s reference Loss of Signal

Explanation The clock reference was lost

Recommended Action Check reference source

Error Message %UBR7200-6-UNAVAILABLE: Cable clock %s reference active

Explanation The clock reference became active

Recommended Action Informational only

Error Message %UBR7200-6-UNAVAILABLE: Cable clock in Freerun mode

Explanation Clockcard is in free run mode

Recommended Action Informational only

Error Message %UBR7200-6-UNAVAILABLE: Cable clock in Holdover mode

Explanation Clockcard switched to holdover mode

Recommended Action Check reference source

Error Message %UBR7200-6-UNAVAILABLE: Cable clock locked to %s reference

Explanation Clockcard locked onto clock source

Recommended Action Informational only

Error Message %UBR7200-6-UNAVAILABLE: Cable modem %e has been moved from interface %s to interface %s.

Explanation The cable modem has been detected ranging on a new interface.

Recommended Action Informational only

Error Message %UBR7200-6-UNAVAILABLE: Current DSP version : %d, DSP flash version : %d

Explanation The current code version and the version DSP booted up with

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-6-UNAVAILABLE: Downloading dsp code completed

Explanation Downloading dsp code completed

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-6-UNAVAILABLE: Downloading dsp code initiated

Explanation Downloading dsp code started

Recommended Action LOG_STD_NO_ACTION

Error Message %UBR7200-6-UNAVAILABLE: Midplane TDM clock reference defaults to Clockcard

Explanation Clockcard primary reference is from midplane TDM clock

Recommended Action Informational only

UCODE-3

Error Message %UCODE-3-UNAVAILABLE: %s is %s ucode not %s, microcode/hardware mismatch

Explanation The specified microcode file is for a different interface processor than specified in the configuration. The user has made a configuration error. The onboard ROM microcode will be loaded.

Recommended Action Reenter your microcode configuration command after confirming the interface type and reload the microcode.

Error Message %UCODE-3-UNAVAILABLE: Bad checksum in %s, found 0x%x expected 0x%x

Explanation The microcode file is corrupted in some way; the checksum computed after reading the file from Flash does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

Recommended Action Reload the microcode. If the message recurs, call your technical support representative for assistance.

Error Message %UCODE-3-UNAVAILABLE: File %s at length %d is too long for buffer (size %d)

Explanation The file is too large for the buffer. The onboard ROM microcode will be loaded.

Recommended Action If the error message recurs after the onboard ROM microcode is loaded, call your technical support representative for assistance.

Error Message %UCODE-3-UNAVAILABLE: Inappropriate version %u.%u for %s

Explanation An attempt was made to load an inappropriate version of microcode.

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

Error Message %UCODE-3-UNAVAILABLE: Invalid IPC request (%d) received from (%x)

Explanation The InterProcess Communication (IPC) service used to download microcode to certain interface processors has received an invalid message.

Recommended Action Verify that the proper revisions of code are selected.

Error Message %UCODE-3-UNAVAILABLE: Invalid Ucode source type (%d)

Explanation Microcode source type as specified is not supported on the given platform

Recommended Action Verify that the proper revisions of code are selected.

Error Message %UCODE-3-UNAVAILABLE: Invalid attempt to load ROM ucode in slot %d

Explanation Some interface processors cannot load microcode from ROM.

Recommended Action Remove the erroneous configuration statement.

Error Message %UCODE-3-UNAVAILABLE: Ucode file %s not found, system ucode loaded in slot %d

Explanation The file specified by the configuration was not found in Flash. The onboard ROM microcode will be loaded so the interface can remain operational.

Recommended Action Use show flash to determine if the file is located in Flash. If the file is there, attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

Error Message %UCODE-3-UNAVAILABLE: Ucode file %s requires %s version %d.x hardware

Explanation A mismatch was detected during an attempt to load a microcode file into an interface processor. The hardware requires a different version than the one specified.

Recommended Action Use the required microcode version.

Error Message %UCODE-3-UNAVAILABLE: Ucode header corrupted in %s, found 0x%x expected 0x%x

Explanation The microcode file is corrupted in some way; the checksum computed after reading the file from Flash does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

Recommended Action Reload the microcode. If the message recurs, call your technical support representative for assistance.

Error Message %UCODE-3-UNAVAILABLE: Unable to allocate memory during microcode reload

Explanation An attempt at memory allocation failed while downloading microcode to Interface processor.

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

Error Message %UCODE-3-UNAVAILABLE: Unable to allocate memory for ucode buffer

Explanation A buffer is required to decompress microcode before loading it into an interface processor. This buffer could not be allocated for some reason.

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

Error Message %UCODE-3-UNAVAILABLE: Unable to download ucode from %s in slot %d, trying %s ucode

Explanation For some reason, the microcode file specified by the configuration is not suitable for downloading, or another error occurred. The onboard ROM microcode will be loaded so the interface can remain operational.

Recommended Action Attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

Error Message %UCODE-3-UNAVAILABLE: Unable to initialize IPC %s services

Explanation The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to initialize.

Recommended Action Certain Interface Processors will not load properly. The router must be reloaded to clear the problem.

Error Message %UCODE-3-UNAVAILABLE: Unable to obtain IPC resources

Explanation The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to obtain a buffer.

Recommended Action Certain interface processors will not load properly. Try the reload command again. If this message recurs, call your technical support representative for assistance.

Error Message %UCODE-3-UNAVAILABLE: Unable to read ucode file %s from flash

Explanation For some reason, the microcode file was not read from Flash. Flash might be locked by another process or otherwise unavailable.

Recommended Action Use the show flash command to determine whether Flash is in use and issue another microcode reload when Flash is free. If the message recurs, call your technical support representative for assistance.

Error Message %UCODE-5-UNAVAILABLE: FDDI unit %d has obsolete microcode: please upgrade it

Explanation This message occurs when an FDDI interface processor is found running microcode that does not support microcode CMT, which is required for all software releases from 10.2 on.

Recommended Action Upgrade the microcode on the interface processor.

Error Message %UDLD-3-UNAVAILABLE: UDLD error handling %s interface: %s

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

UBL Messages

This section contains Universal Boot Loader (UBL) messages.

UBL-2

Error Message %UBL-2-SLAVE_FAIL: Could not download image due to - [chars].

Explanation The standby supervisor engine could not carry out its task of downloading an image from the active supervisor engine due to the reason mentioned in the error message. This could be due to an internal error or due to an old image running on the active supervisor engine that does not support UBL. Prior error messages might provide more information about the actual problem.

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

UDLD Messages

This section contains UniDirectional Link Detection (UDLD) protocol messages.

UDLD-3

Error Message %UDLD-3-UDLD_IDE_ERROR: UDLD error handling %s interface: %s

Explanation A software error occurred in UDLD processing associated with a specific interface.

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 %UDLD-3-UDLD_INTERNAL_ERROR: UDLD internal error: %s

Explanation A software sanity check failed in the course of UDLD processing.

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 %UDLD-3-UDLD_INTERNAL_IF_ERROR: UDLD internal error, interface %s: %s

Explanation A software sanity check failed in the course of UDLD processing.

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 %UDLD-3-UDLD_NOKADIS: UDLD unable to create the kadis timer, status [dec]

Explanation A failure occurred during creation of the kadis timer from UDLD pseudo preemptive process.

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 %UDLD-3-UDLD_NOPREEMP: UDLD unable to create pseudo preemptive process

Explanation A failure occurred during creation of the UDLD pseudo preemptive process.

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 %UDLD-4-UDLD_PORT_DISABLED: UDLD disabled interface %s, %s detected

Explanation An interface was disabled because UDLD protocol detected the cause indicated on the interface indicated. Cause is likely due to bad interface hardware or cable misconfiguration. User should investigate.

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.

UDLD-4

Error Message %UDLD-4-UDLD_PORT_FAILURE: UDLD failure reported per user request, interface [chars], [chars] detected,

Explanation An interface failure was reported because UDLD protocol detected the cause indicated on the interface. Cause is likely due to bad interface hardware or cable misconfiguration. Interface not err-disabled as user choose to see error-report. User should investigate and take action.

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.

UDLD-6

Error Message %UDLD-6-UDLD_PORT_LINKDOWN: Fast UDLD cache times out for intf [chars], moves port to linkdown state

Explanation Fast UDLD cache entry for the reported interface times out. This could be due to either remote side port shut, LC OIR, or real link failure. UDLD moved the port to linkdown state for all cases. If this is not caused by a link failure, UDLD should receive a PM linkdown notification within the next 4 seconds. If UDLD does not receive any notification, then it will consider this a link failure and will err-disable the port.

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 %UDLD-6-UDLD_PORT_RESET: UDLD reset interface %s

Explanation A port which had been disabled for UDLD has been reset.

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.

UFAST_MCAST_SW-3

Error Message %UFAST_MCAST_SW-3-SW-3-PROC_START_ERROR: No process available for transmitting UplinkFast packets.

Explanation UplinkFast packets will not be transmitted as the process could not be created.

Recommended Action UplinkFast will not work unless you reload. If this problem persists even after reload, please contact your Cisco Technical Support representative with the configuration and technical support information.

UFAST_MCAST_SW-4

Error Message %UFAST_MCAST_SW-4-UNAVAILABLE: No memory is available for transmitting UplinkFast packets on Vlan %d.

Explanation UplinkFast packets will not be transmitted on Vlan %d due to a lack of memory.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

UNIX-1

Error Message %UNIX-1-UNAVAILABLE: System aborted

Explanation The system aborted. Record the output from the following commands: show proc mem (repeated twice) show memory show buffers show version show runing-config.

Recommended Action Provide this information and the error message to your technical support representative.

UNIXLC_SPA-3

Error Message %UNIXLC_SPA-3-CMDNOINT: HWIDB Null for command %d, port %#x

Explanation The Route Processor passed down a port number that is unknown on the carrier 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UNIXLC_SPA-3-INVALID_IF: Attempted to access HWIDB for port %u on slot %d subSlot %d

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

Error Message %UNIXLC_SPA-3-UNIXIPCALLOCFAIL: Failed to allocate Common IPC buffer %s

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE:

Explanation Pointer to object for bay %d is NULL.

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

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Attempted to access HWIDB for port %u on slot %d subSlot %d

Explanation The IOU attempted to access the HWIDB associated with a non-existent port.

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Bay %d - FCI type not set

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Bay %d - Invalid anyphy number %u for vc %d

Explanation Interface has invalid anyphy number

Recommended Action Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. 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 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).

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Bay %d 12V power is %s

Explanation SPA 12V power fault indicator

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

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Bay %d initialization failure

Explanation Failed to create SPI4 subblock

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Bay %d, spi4 configuration failure, error %d

Explanation Failed to configure SPI4 interface

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Bay %d: %s

Explanation An unexpected error has occurred.

Recommended Action Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Creation: port %d vc %d

Explanation Failed to create a hwidb.

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: EFC error - interface %s, vc %d, anyphy %d, err_code %d : %s

Explanation Failed to configure efc channel/parameters

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Failed to %s SPA reference clock on %s

Explanation The SPA driver is not able to correctly configure the SPA reference clock on the specified interface. This indicates a hardware error.

Recommended Action No action is required.

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Failed to allocate Common IPC buffer %s

Explanation The Carrier Card failed to allocate a buffer for communication with the Route Processor.

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Failed to initialize SPA main c2w bus for subslot %d (status = %d)

Explanation The SPA driver is not able to initialize SPA main c2w. This indicates a hardware error.

Recommended Action No action is required.

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Failed to provision EFC for interface %s (status = %d)

Explanation The SPA driver is not able to provision EFC for the interface specified in the message. This indicates a hardware error.

Recommended Action No action is required.

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Failed to unprovision EFC for VC %s (status = %d)

Explanation The SPA driver is not able to unprovision EFC for the interface specified in the message. This indicates a hardware error.

Recommended Action No action is required.

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Failed to update EFC flow control identifier for interface %s (status = %d)

Explanation The SPA driver is not able to update the datapath EFC flow control identifier for the interface specified in the message. This indicates a hardware error.

Recommended Action No action is required.

Error Message %UNIXLC_SPA-3-UNAVAILABLE: HWIDB Null for command %d, port %#x

Explanation The Route Processor passed down a port number that is unknown on the carrier card.

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: ISR return code out of range. rc=%d

Explanation The ISR error return code is out of range.

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

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Link record error - Bay %d vc %d, error code %d

Explanation Error processing link record structure

Recommended Action Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. 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 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).

Error Message %UNIXLC_SPA-3-UNAVAILABLE: SPA Sonet clock has failed (status = 0x%08x)

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: SPA Sonet clock has recovered (status = 0x%08x)

Explanation SPA Sonet clock has recovered

Recommended Action No action is required.

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Subslot %d, spa controller initialisation failure, error %d

Explanation Failed to initialise SPA controller

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: Subslot, spa controller EFC configuration failure, error %d

Explanation Failed to configure SPA controller EFC

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

Error Message %UNIXLC_SPA-3-UNAVAILABLE: subSlot %d, spatype 0x%x. Device error: %s

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

UNIXLC_SPA-4

Error Message %UNIXLC_SPA-4-UNAVAILABLE: Subslot %d SPA BUS access failed. No SPA present error

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

Error Message %UNIXLC_SPA-4-UNAVAILABLE: Subslot %d, %s SPA BUS access failed. timeout=%u err=%u par=%u err_c=0x%x addr=0x%08x data =0x%x

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

Error Message %UNIXLC_SPA-4-UNAVAILABLE: Total SPA bandwidth exceeds line card capacity of %lu Mbps

Explanation The total bandwidth of SPAs exceeds the rated capacity of this line card.

Recommended Action Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card

Error Message %UNIXLC_SPA-4-UNAVAILABLE: Total SPA bandwidth exceeds line card capacity, full utilization of installed SPA interfaces is not supported

Explanation The total bandwidth of SPAs exceeds the rated capacity of this line card.

Recommended Action Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card

UNIXLC_SPA-6

Error Message %UNIXLC_SPA-6-UNAVAILABLE: Bay %d %s changed to %s

Explanation SPA OIR Sequence

Recommended Action No action is required.

UNIXRP-3

Error Message %UNIXRP-3-CARDERR: %s

Explanation An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

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

Error Message %UNIXRP-3-UNAVAILABLE: %s %u (%s)

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

Error Message %UNIXRP-3-UNAVAILABLE: %s (%u)

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

Error Message %UNIXRP-3-UNAVAILABLE: %s

Explanation An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

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

Error Message %UNIX_SPA-3-POWER_CYCLE: %s occurred on Shared Port Adapter %u/%u

Explanation An error has occurred which will cause the Shared Port Adapter to be power cycled

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

Error Message %UNIXRP_SPA-3-UNAVAILABLE:

Explanation Pointer to object for slot %d, bay %d is NULL.

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

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Creation: slot %d subSlot %d port %d vc %d

Explanation Failed to create an interface hwidb.

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

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Failed to allocate IPC buffer %s

Explanation The RP failed to allocate a buffer for communication with a SPA

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

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Failed to allocate a flow control identifier for interface %s

Explanation The SPA driver is not able to allocate the datapath flow control identifier for the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Failed to initialize data structure for SPA port %d/%d/%d

Explanation A SPA driver was not able to properly initialize a data structure mentioned in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Failed to provision interface %s

Explanation The SPA driver is not able to provision the interfaces specified in the message. Verify that the SPA hardware is not provisioned above the supported limit. Otherwise, this indicates a hardware error.

Recommended Action No action is required.

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Failed to release a flow control identifier for interface %s (status = %d)

Explanation The SPA driver is not able to release the datapath flow control identifier for the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Failed to retrieve datapath identifier for interface %s

Explanation The SPA driver is not able to retrieve the datapath identifier for the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Failed to update connection identifier for interface %s

Explanation The SPA driver is not able to update the datapath connection identifier for the interface specified in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %UNIXRP_SPA-3-UNAVAILABLE: HWIDB not found: slot %d, bay %d, port %d

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

Error Message %UNIXRP_SPA-3-UNAVAILABLE: NULL

Explanation A SPA driver is not able to retrieve the data structure mentioned in the message. This indicates a software error.

Recommended Action No action is required.

Error Message %UNIXRP_SPA-3-UNAVAILABLE: Power to IPSEC-SPA-2G in %s is denied because it has exceeded the number allowed(%d)

Explanation The number of IPSEC-SPA-2G in a chassis is limited. This message is displayed when the number of IPSEC-SPA-2G in the chassis has exceeded this limit.

Recommended Action Use only the number of supported IPSEC-SPA-2G

Error Message %UNIXRP_SPA-3-UNAVAILABLE: slot %d subSlot %d, PID %s

Explanation Failed to get information about the host linecard.

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

Error Message %UNIXRP_SPA-3-UNAVAILABLE: slot %d subSlot %d, spaType 0x%x

Explanation Failed to get information about the host linecard.

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

Error Message %UNIXRP_SPA-3-UNAVAILABLE: slot=%d port=%d, hwidbType=0x%x, max_port_num=%d, Lctype=0x%x

Explanation The port number is out of range.

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

UNIXRP_SPA-4

Error Message %UNIXRP_SPA-4-UNAVAILABLE: %s: Expecting response to interface configuration command %u but received response to command %u.

Explanation An internal synchronization error occurred while configuring the interface. The configuration may not have succeeded.

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

Error Message %UNIXRP_SPA-4-UNAVAILABLE: %s: No response for interface configuration command %u

Explanation A timeout occurred while RP was waiting for a response from line card. This may happen due to line card CPU being too busy to respond to the command.

Recommended Action No action is required.

UNIXRP_SPA-6

Error Message %UNIXRP_SPA-6-UNAVAILABLE: Module %u reload due to SPA insert in %u/%u.

Explanation When inserting a SPA on this carrier card, the cardis reset.

Recommended Action No action is required.

UNIX_BPD-3

Error Message %UNIX_BPD-3-UNAVAILABLE: %s: (%d)

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

Error Message %UNIX_BPD-3-UNAVAILABLE: %s: (%s)

Explanation Packet Not 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

UNIX_IFUTIL-3

Error Message %UNIX_IFUTIL-3-UNAVAILABLE: %s Pool Creation Error for hwidb: %s

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

Error Message %UNIX_IFUTIL-3-UNAVAILABLE: Pak not available, %s: %s

Explanation The running configuration was too big to be synced

Recommended Action No action is required.

UNIX_SPA-3

Error Message %UNIX_SPA-3-UNAVAILABLE:

Explanation Pointer to a SPA object is NULL.

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

Error Message %UNIX_SPA-3-UNAVAILABLE: %s

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

Error Message %UNIX_SPA-3-UNAVAILABLE: %s called with NULL hwidb

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

Error Message %UNIX_SPA-3-UNAVAILABLE: %s did not complete %d/%d

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

Error Message %UNIX_SPA-3-UNAVAILABLE: %s occurred on Shared Port Adapter %u/%u

Explanation An error has occurred which will cause the Shared Port Adapter to be power cycled

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

Error Message %UNIX_SPA-3-UNAVAILABLE: %s vector is not initialized. spaType=0x%x

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

Error Message %UNIX_SPA-3-UNAVAILABLE: %s virtual function table is not initialized. spaType=0x%x

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

Error Message %UNIX_SPA-3-UNAVAILABLE: Data conversion error (%s, 0x%X)

Explanation An internal software error has occurred when converting the data specified in the message from one representation to another.

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

Error Message %UNIX_SPA-3-UNAVAILABLE: Failed to create SPA SB

Explanation Failed to create a SPA subblock.

Error Message v%UNIX_SPA-3-UNAVAILABLE: Failed to send configuration for %s to carrier-card for subslot=%d/%d

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

Error Message %UNIX_SPA-3-UNAVAILABLE: IPC failure while %s

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

Error Message %UNIX_SPA-3-UNAVAILABLE: cardwide-port = %d, max cardwide-port = %d

Explanation Invalid cardwide-port number.

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

Error Message %UNIX_SPA-3-UNAVAILABLE: index1= %d, index2= %d, maxIndex= %d

Explanation Invalid index range.

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

Error Message %UNIX_SPA-3-UNAVAILABLE: index= %d, spaType=0x%x, slot %d subSlot %d slotunit %d vc %d

Explanation Index for the interface is not valid.

Error Message v%UNIX_SPA-3-UNAVAILABLE: interface type %s, slot %d port %d vc %d : %s

Explanation Data required to support the interface is not 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %UNIX_SPA-3-UNAVAILABLE: slot= %d, max slot = %d

Explanation Invalid slot number.

Error Message v%UNIX_SPA-3-UNAVAILABLE: slot=%d subslot=%d, PID=%s lc_type=0x%x.

Explanation Failed to create a SPA object.

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

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

Error Message %UNIX_SPA-3-UNAVAILABLE: slot=%d subslot=%d, spa_type=0x%x, lc_type=0x%x.

Explanation Failed to create a SPA object.

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

UNICAST_FLOOD Messages

This section contains unicast flooding (UNICAST_FLOOD) messages.

UNICAST_FLOOD-4

Error Message %UNICAST_FLOOD-4-DETECTED: Host [enet] on vlan [dec] is flooding to an unknown unicast destination at a rate greater than/equal to [dec] Kfps

Explanation A host was found going up and down between ports.

Recommended Action Verify the reason why the host is sending traffic to an unknown unicast destination.

Error Message %UNICAST_FLOOD-4-FILTER_TABLE_FULL: The filter table is full

Explanation The system has detected too many unicast floods to unknown destinations.

Recommended Action Investigate the reason why so many hosts in the network are sending traffic to unknown unicast destinations.

UNICAST_FLOOD-5

Error Message %UNICAST_FLOOD-5-FILTER_INSTALLED: Filter for host [enet] has been installed. It will be removed in [dec] minute(s)

Explanation A host was flooding unicast packets to an unknown destination. A filter has been installed.

Recommended Action No action is required.

UTIL Messages

This section contains utility messages.

UTIL-3

Error Message %UTIL-3-TREE: Data structure error--%s

Explanation A software error occurred, resulting in a data structure inconsistency.

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

Error Message %UTIL-3-UNAVAILABLE: Data structure error -- %s

Explanation A software error occurred, resulting in data structure inconsistency.

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

Error Message %UTIL-3-UNAVAILABLE: Data structure error--%s

Explanation A software error occurred, resulting in a data structure inconsistency.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Ask for their assistance in obtaining a version of code with the error fixed.

Error Message %UTIL-3-UNAVAILABLE: internal inconsistency %d %x

Explanation A fatal software error occurred.

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

Error Message %UTIL-3-UNAVAILABLE: null pointer input to range function

Explanation An attempt was made to access a range function with a NULL pointer. The range list creation failed.

Recommended Action Review the error log for a corresponding malloc failed message. Copy the error message exactly as it appears, and report it to your technical support representative.

UTIL-6

Error Message %UTIL-6-UNAVAILABLE: A pseudo-random number was generated twice in succession

Explanation A pseudo-random number generator produced the same number twice in succession.

Recommended Action Under normal circumstances a pseudo-random number generator will occasionally produce the same number twice in succession and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

VACL Messages

This section contains VLAN ACL messages.

VACL-4

Error Message %VACL-4-VLANACCESSMAP_ACTION_CHANGED: No redirect interfaces, map <[chars]> - sequence [dec] action set to DROP

Explanation One or more redirect interfaces were removed, leaving the redirect interface list empty and changing the sequence action to DROP.

Recommended Action Update the sequence, adding one or more valid redirect interfaces to the affected VLAN access maps.

Error Message %VACL-4-VLANACCESSMAP_CWAN_DELETE: VLAN ACCESS-MAP [chars] applied on [chars] will be removed.

Explanation Logical interface(MFR,MLP) with a VACL Access-map is being removed so the associated vlan filter will be removed to avoid config errors and inconsistencies

Recommended Action User has to re-configure the vlan filter if the removed logical interface is being removed

Error Message %VACL-4-VLANACCESSMAP_RDT_DELETE: [chars] [chars] is removed from redirect list of map: [chars] - sequence [dec]

Explanation One of the redirect interfaces in a VLAN access map needed to be removed from a redirect sequence. This situation can occur if the interface was deleted or became an active member of an Ethernet channel that is not supported.

Recommended Action Revert the state of the interface and add this redirect interface again to the redirect sequence for the affected VLAN access maps.

VALENCIA Messages

This section contains Services SPA Carrier Card (SSC-600) Valencia ASIC messages.

VALENCIA-3

Error Message %VALENCIA-3-GIO: Bay [dec]: [chars].

Explanation A data corruption due to a parity error was detected on the GIO bus.

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

Error Message %VALENCIA-3-NP: Bay [dec], [chars][dec]: [chars].

Explanation Data corruption was detected in one of the network processors.

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

Error Message %VALENCIA-3-PL3: Bay [dec]: [chars].

Explanation A data corruption due to a parity error was detected on the PL3 interface.

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

Error Message %VALENCIA-3-PLL_LOCK: Bay [dec]: [chars] PLL Lock Failure

Explanation The specified phase-locked loop (PLL) failed to lock.

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

Error Message %VALENCIA-3-PPE: Bay [dec], [chars]: [chars].

Explanation Data corruption was detected in the VLAN RAM.

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

Error Message %VALENCIA-3-SPI_FIFO: Bay [dec], [chars]: [chars] [chars].

Explanation Data corruption was detected in one of the SPI FIFOs.

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

Error Message %VALENCIA-3-SPI_SNK: Bay [dec]: [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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VALENCIA-3-SPI_SNK_CHAN: Bay [dec]: [chars] error on channel [dec].

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

Error Message %VALENCIA-3-SPI_SRC: Bay [dec]: [chars].

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

VDD Messages

This section contains virtual device driver (VDD) messages.

VDD-3

Error Message %VDD-3-NULL_CB: Supplied %s control block is NULL. %s

Explanation An NULL control block was passed internally as part of an operation to read or write to the required register or memory address. As a result, the operation could not be processed and the address contents are now 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VDD-3-NULL_SPACE_CB: Supplied %s space control block is NULL. %s

Explanation An NULL space control block was passed internally as part of an operation to read or write to the required address. As a result, the operation could not be processed and the address contents are now 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. If you still require assistance,

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

Error Message %VDD-3-SIZE_TOO_LARGE: An attempt was made to create a %s of size %d bits.

Explanation The virtual device driver received a request to create a data entity that is larger than allowed. Because the entry cannot be created, its data will be 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

VFI Messages

This section contains virtual forwarding instance (VFI) messages.

VFC-1

Error Message %VFC-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 %VFC-1-UNAVAILABLE: %x 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 %VFC-1-UNAVAILABLE: No more ring descriptors available on %d slot.

Explanation The VFC driver cannot queue messages onto Rossini 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 %VFC-1-UNAVAILABLE: VFC (%d/%d), vfc dual-ported memory unavailable.

Explanation The router or access server could not allocate dual-ported memory for the descriptors.

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

Error Message %VFC-1-UNAVAILABLE: VFC in 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 %VFC-1-UNAVAILABLE: vfc(%d), No dsp module has been found.

Explanation The software did not find any of DSP module plugged into the voice card.

Recommended Action Check the part number on the dspm card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message %VFC-1-UNAVAILABLE: vfc(%d), vfc cards has an invalid configuration.

Explanation The software did recognized more dsp interface port than it can support on this card.

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 %VFC-1-UNAVAILABLE: vfc(%d), vfc dspm daughter card has an unknown id of %x

Explanation The software did not recognize the type of DSP module plugged into the voice card.

Recommended Action Check the part number on the dspm card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

VFI-3

Error Message %VFC-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 %VFC-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 %VFC-3-UNAVAILABLE: %s, Error analyzing the device in slot %d.

Explanation The feature card in this slot could not be recognized.

Recommended Action Power down, reinsert voice feature card and reboot. If message recurs, call your technical support representative for assistance.

Error Message %VFC-3-UNAVAILABLE: VFC in slot %d: PCI device not supported.

Explanation A interface controller device did not report correct device ID

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message %VFI-3-UNAVAILABLE: %s

Explanation An illegal event has been processed by the xconnect subsystem.

Recommended Action LOG_STD_NO_ACTION

VFI-4

Error Message %VFI-4-CONFIG: %s

Explanation The specified configuration data for a virtual forwarding instance (VFI) is invalid.

Recommended Action No action is required.

VINES Messages

This section contains Banyan Virtual Integrated Network Service (VINES) messages.

VINES-2

Error Message %VINES-2-UNAVAILABLE: %s called with %s parameter set to %s

Explanation One of the VINES lookup functions was called with an illegal argument.

Recommended Action Copy the message exactly as it appears, do a memory dump up to 128 bytes and the location specified in the error message, and report this information to your technical support representative.

Error Message %VINES-2-UNAVAILABLE: Bad %s in path for neighbor entry %z

Explanation While searching the neighbor table, the code determined that a pointer that should point to a VINES path structure actually points to some other structure.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES neighbor table. This will result in a temporary loss of connectivity until all neighbors and routes are relearned.

Error Message %VINES-2-UNAVAILABLE: Bad %s in route for server entry %Z

Explanation While searching the routing table, the code determined that a pointer that should point to a VINES route structure actually points to some other structure.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table. This will result in a temporary loss of connectivity until all routes are relearned.

Error Message %VINES-2-UNAVAILABLE: Caching of %s not supported on %s

Explanation The cache population routing for VINES fast switching was called for an interface that does not support VINES fast switching.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative. If other encapsulation types are available on the interface, try using them. If this problem is not limited to one or two destinations but rather occurs with all traffic using the interface, disable VINES fast switching for the interface until you have identified the real cause of the problem.

Error Message %VINES-2-UNAVAILABLE: Cannot build cache entry (%d bytes) for %#z on %s

Explanation VINES fast switching detected that the packet destined to a given address did not have proper encapsulation information or its encapsulation size was too large to fit into the cache.

Recommended Action Verify that the VINES encapsulation and interface-specific mappings for the interface concerned are properly configured. Copy the message exactly as it appears, and report it your technical support representative.

Error Message %VINES-2-UNAVAILABLE: Detected a corrupted entry in the %s table

Explanation The VINES code detected that an internal table entry was corrupted.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table or neighbor table, depending on the table in which the corrupted entry was observed. This will result in a temporary loss of connectivity until the routing or neighbor table is rebuilt.

Error Message %VINES-2-UNAVAILABLE: Duplicate address detected on interface %s

Explanation The router detected that its VINES address is being used by another router.

Recommended Action To identify the other router that is using this address, manually inspect each router's configuration. When you have identified the router with the duplicate address, issue the vines routing recompute command on both routers or issue the enable vines routing command, specifying specify a unique address. If one of the routers does not support the recompute keyword, disable VINES on that router, issue the write terminal command to save the configuration to memory, reboot the router, and then enter the vines routing command with a unique vines address on the offending routers until each router has a unique address.

Error Message %VINES-2-UNAVAILABLE: Encapsulation failed for %#z via %#z on %s

Explanation VINES fast switching encountered an encapsulation failure when building a cache entry for a neighbor.

Recommended Action Examine your configuration for causes of the encapsulation failure. Look for missing map statements, interfaces that have gone down, and so on. If this error results in lost connectivity, disable vines fast switching by issuing the no vines route-cache command. Because disabling fast switching will slow network perform, you should issue the vines route-cache command to re-enable fast switching as soon as you have identified the cause of the problem. If you cannot identify the cause, contact your technical support representative. Provide the output of the show vines cache, show vines neighbor, and show vines route commands for the destination address and neighboring routers you are using. Also provide the output of the show interface and show vines interface commands for the incoming and outgoing interfaces.

Error Message %VINES-2-UNAVAILABLE: Encapsulation failed on %s for address %#z

Explanation The VINES code tried to send a packet on an interface that does not have a new encapsulation routine for outbound packets.

Recommended Action Toggle the problematic interface by issuing the interface shut and no shut commands, and then issue the no vines metric and vines metric command see if the problem goes away. If the problem persists, copy the message exactly as it appears, and report it your technical support representative. If possible, turn on and provide interface- specific debug traces, particularly for VINES activities.

Error Message %VINES-2-UNAVAILABLE: Error %s

Explanation The VINES code ran into a situation that should not happen. For example, an IPC port number needs to be allocated, but all 65535 port numbers are currently in use. Another possible cause is that VINES attempted to add a cache entry but had no path associated with the destination address. This may cause temporary slow performance to only those stations that have experienced this inconsistency until complete cache entries are added. However, connectivity should not be lost, because all data traffic can still be routed via process-level switching.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative. If the warning message is about IPC port number depletion, use the show vines ipc command to check how many IPC ports are currently in use by which services and determine whether the IPC connections are all legitimate. To release IPC ports, issue the clear vines ipc command. If the warning message is about vines cache entries, provide the contents of the vines route cache, neighbor, and route tables immediately after the error messages appeared. If the problem persists, issue the clear vines cache command, and monitor the router if the situation improves.

Error Message %VINES-2-UNAVAILABLE: No buffers available for %s

Explanation There were no buffers available to send a VINES service query or reply.

Recommended Action Examine your system's memory and buffer capacity and compare it with current usage. If you notice a substantial discrepancy, monitor your system for possible memory leaks or buffer drainage and report the problem to your technical support representative, along with the output of the show memory, show memory processor, show buffers, show buffers assigned, and show buffers old commands.

Error Message %VINES-2-UNAVAILABLE: RTP timer for %s was found disabled, and was reset

Explanation An internal interface timer is not running. This condition usually occurs after an interface is reset.

Recommended Action No action is required. The system automatically restarts the timer.

VINES-6

Error Message %VINES-6-UNAVAILABLE: %s service %s routine missing %s vector

Explanation There is an inconsistency in the static VINES data structures for handling application-layer packets.

Recommended Action Turn on VINES service level debugging for the service reported in the error message, and copy the debug traces and the error message exactly as they appear, and report them to your technical support representative.

Error Message %VINES-6-UNAVAILABLE: %s service %s routine not found while %s

Explanation There is an inconsistency in the active VINES service description data structures. A service handler routine cannot find the description of its own service.

Recommended Action Copy the message exactly as it appears, and report it your technical support representative. In addition, provide the output of the show vines service command and debug vines service traces for the service reported in the error message.

Error Message %VINES-6-UNAVAILABLE: IPC port %d registered without a service

Explanation There is an inconsistency in the active VINES data structure for handling Net RPC messages. A message was received for a port that should have a service description, but that service description cannot be found.

Recommended Action Enter the show vines ipc command and see whether the reported IPC port has a registered service. Copy the message exactly as it appears, and report it to your technical support representative, if possible, along with output of the debug vines netrpc command.

Error Message %VINES-6-UNAVAILABLE: IPC port %d registered without an upcall (%s)

Explanation There is an inconsistency in the active VINES data structure for handling IPC data messages. A message was received for a port that should have a listener, but the listener routine cannot be found.

Recommended Action Examine the IPC ports currently supported on the router by issuing the show vines ipc command, and see whether the reported IPC port is indeed not active. Copy the message exactly as it appears, and report it to your technical support representative along with the output of the debug vines ipc command.

VIP Messages

This section contains Versatile Interface Processor (VIP) messages.

VIP-2

Error Message %VIP-2-NOICBS: No MEMD icbs left for PA %d Interface %d

Explanation No Switch Processor (SP) interrupt control block structure was associated with the port adaptor or the interface.

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

VIP-3

Error Message %VIP-3-AFOVERFLOW: VIP address filter table full

Explanation VIP Ethernet-like interface uses an internal MAC address table to filter incoming packets. Once the table is full, additional address entries are rejected. Any incoming packet with destination address not in the table will be ignored.

Recommended Action The address table is consumed by various protocols, like PIM or HSRP. If too many HSRP is configured for one interface, the entry could be exhausted. The suggested solution would be to distribute some of those HSRP entries to other Ethernet interface.

Error Message %VIP-3-BADMALUCMD: Unsupported MALU command %d, arg=%#x, pascb=%#x

Explanation The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was not prepared to 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VIP-3-CMDNOPASCB: PASCB Null for command %d, arg=%#x

Explanation The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was unprepared to 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. If you still require assistance,

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

Error Message %VIP-3-INVALID_BUS_NO: Invalid Bus Number %d in MVIP Mask Setting

Explanation An invalid bus number was entered in the MVIP mask setting function. The bus number should be 1 or 2 because the MVIP has only two PCI buses.

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

Error Message %VIP-3-IO_PARITY_NOT_IMPLEMENTED: IO Memory Parity Error Test not implemented

Explanation A function to check memory parity errors was called, but the I/O Memory Parity Error Test has not been implemented

Recommended Action Refer to related support documents or contact your Cisco technical support representative for more information about parity error tests.

Error Message %VIP-3-LOVELETTER_STAT_SEND_ERROR: %s : Loveletter Stats Send Failed

Explanation An attempt to send a statistics love letter from the VIP has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-LOVENOTE_ERR: Lovenote for %s not delivered to RSP

Explanation A Status update for this interface could not be sent to the RSP because of temporary non-availability of buffer headers.

Recommended Action If the interface has not come up after rebooting, configure **shutdown** and then **no shutdown** for the interface

Error Message %VIP-3-LOVENOTE_SEND_ERROR: Love Note for %s - sending failed.

Explanation An attempt to send a love note from the VIP has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-LQR_IPC_FAIL: %s

Explanation The IPC Port through which RSP will send LQRs to VIP failed to initialise. The PPP link might go down because of this error.

Recommended Action Disable LQM configured on the PPP link and contact Cisco Technical representative

Error Message %VIP-3-MALLOC_FAILURE_IPC: Failed to allocate IPC message to contact process

Explanation A memory allocation failure has occurred during the processing of an IPC message.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-MALLOC_FAILURE_IPFAST_ENCAP: IPFAST_ENCAP:malloc failed to allocate.

Explanation A memory allocation failure has occurred in the IPFAST_ENCAP module.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-NODISPATCH: Dispatch vector Null, cmd=%d, dintf=%d

Explanation No command dispatch vector was found for the specified 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %VIP-3-PA_NOT_SUPPORTED: %s PA in bay %d not supported on %s

Explanation The specified PA is not supported on the specified platform.

Recommended Action Refer to the appropriate support documents for more details about the platforms that are supported.

Error Message %VIP-3-SYSTEM_EXCEPTION: VIP System Exception occurred sig=%d, code=%#x, context=%#x

Explanation A system exception error has occurred in the VIP. See the VIP console for more information and for the context dump.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-SYSTEM_EXCEPTION: VIP System Exception occurred sig=%d, code=%#x, context=%#x

Explanation A system exception error has occurred in the VIP. See the VIP console for more information and for the context dump.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: IO Memory Parity Error Test not implemented

Explanation A function to check memory parity errors was called, but the I/O Memory Parity Error Test has not been implemented

Recommended Action Refer to related support documents or contact your Cisco technical support representative for more information about parity error tests.

Error Message %VIP-3-UNAVAILABLE: %s : Loveletter Stats Send Failed

Explanation An attempt to send a statistics love letter from the VIP has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: %s

Explanation The IPC Port through which RSP will send LQRs to VIP failed to initialise. The PPP link might go down because of this error.

Recommended Action Disable LQM configured on the PPP link and contact Cisco Technical representative

Error Message %VIP-3-UNAVAILABLE: %s PA in bay %d not supported on %s

Explanation The specified PA is not supported on the specified platform.

Recommended Action Refer to the appropriate support documents for more details about the platforms that are supported.

Error Message %VIP-3-UNAVAILABLE: A Cybus Error occurred.

Explanation The MVIP error interrupt handler has been called a Cybus error.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: A Cybus Error occurred.

Explanation The SVIP error interrupt handler has been called due to a Cybus 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VIP-3-UNAVAILABLE: A PCI bus 1 parity error. .

Explanation A PCI bus 1 parity error has been encountered.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: A PMA Error occurred.

Explanation The SVIP error interrupt handler has been called due to a PMA error.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: An unknown IPC message type %x

Explanation An unidentified IPC message in the VIP IPFAST_DS module has been received.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: Crashinfo initiation failed on the VIP.

Explanation The crash information (crashinfo) file for the VIP could not be collected because the process to collect the crashinfo file could not be properly initiated.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: DRAM Reno ASIC write bus error:Error address = 0x%08x, %s.

Explanation A Reno ASIC write bus error has occurred.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: Dispatch vector Null, cmd=%d, dintf=%d

Explanation No command dispatch vector was found for the specified interface.

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

Error Message %VIP-3-UNAVAILABLE: Failed to allocate IPC message to contact process

Explanation A memory allocation failure has occurred during the processing of an IPC message.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: Failed to open port while connecting to process statistics: error code = %s

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

Error Message %VIP-3-UNAVAILABLE: Failed to send process statistics update : error code = %s

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

Error Message %VIP-3-UNAVAILABLE: IO Reno ASIC bus error:Error address = 0x%08x, %s.

Explanation An I/O Reno ASIC bus error has occurred.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: IPFAST_DS : Bad message of size=%d received

Explanation An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: IPFAST_ENCAP : Bad IPC message of size=%d received

Explanation An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: IPFAST_ENCAP:malloc failed to allocate.

Explanation A memory allocation failure has occurred in the IPFAST_ENCAP module.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: Invalid Bus Number %d in MVIP Mask Setting

Explanation An invalid bus number was entered in the MVIP mask setting function. The bus number should be 1 or 2 because the MVIP has only two PCI buses.

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

Error Message %VIP-3-UNAVAILABLE: Invalid queue size: value = %u

Explanation An invalid queue size has been found.

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

Error Message %VIP-3-UNAVAILABLE: Love Note for %s - sending failed.

Explanation An attempt to send a love note from the VIP has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: Lovenote for %s not delivered to RSP

Explanation A Status update for this interface could not be sent to the RSP because of temporary non-availability of buffer headers.

Recommended Action If the interface has not come up after rebooting, configure **shutdown** and then **no shutdown** for the interface

Error Message %VIP-3-UNAVAILABLE: PASCB Null for command %d, arg=%#x

Explanation The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was unprepared to handle.

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

Error Message %VIP-3-UNAVAILABLE: PCI bus 0 parity error.

Explanation A PCI bus 0 parity error has been encountered.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: PCI bus 0 system error.

Explanation A PCI bus 0 system error has been encountered.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: PCI bus 1 system error.

Explanation A PCI bus 1 system error has been encountered.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: PCI bus 2 parity error.

Explanation A PCI bus 2 parity error has been encountered.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: PCI bus 2 system error.

Explanation A PCI bus 2 system error has been encountered.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: Packet memory ECC single-bit exception addr = %08x
data = %08x

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

Error Message %VIP-3-UNAVAILABLE: Packet memory single-bit errors exceed maximum limit of %d

Explanation The number of packet memory ECC single-bit errors have been exceeded the maximum limit.

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

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

Error Message %VIP-3-UNAVAILABLE: Processor memory ECC single-bit exception addr = %08x data = %08x

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

Error Message %VIP-3-UNAVAILABLE: Processor memory single-bit errors exceed the maximum limit of %d

Explanation The number of Processor memory ECC single-bit errors have been exceeded the maximum limit.

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

Error Message %VIP-3-UNAVAILABLE: Received unknown IPC message type %x

Explanation An unidentified IPC message has been received in the VIP IPFAST_ENCAP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %VIP-3-UNAVAILABLE: Reno ASIC read parity error - bytes 0 & 1.

Explanation A Reno ASIC write parity error has been encountered for bytes 0 and 1.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: Reno ASIC read parity error - bytes 2 & 3.

Explanation A Reno ASIC write parity error has been encountered for bytes 2 and 3.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: Reno ASIC write parity error - bytes 0 & 1.

Explanation A Reno ASIC write parity error has been encountered for bytes 0 and 1.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: Reno ASIC write parity error - bytes 2 & 3.

Explanation A Reno ASIC write parity error has been encountered for bytes 2 and 3.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: SVIP Reload is called.

Explanation An SVIP reload was initiated because of a VIP failure.

Recommended Action LOG_STD_VIP_RECUR_ACTION

Error Message %VIP-3-UNAVAILABLE: Undefined idb type %d

Explanation This message is sent from the VIP kernel when it sees a media type other than Ethernet, Token-Ring, or serial. These are the media types supported by Cisco IOS Release 11.2 on the VIP. The message might be caused by having an older version of the software running on a device with a new VIP port adapter.

Recommended Action Check whether the version of the software being run supports the VIP port adapter. If an old software version does not appear to be the problem, copy the error message exactly as it appears and report it to your technical support representative.

Error Message %VIP-3-UNAVAILABLE: Unsupported MALU command %d, arg=%#x, pascb=%#x

Explanation The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was not prepared to handle.

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

Error Message %VIP-3-UNAVAILABLE: VIP System Exception occurred sig=%d, code=%#x, context=%#x

Explanation A system exception error has occurred in the VIP. See the VIP console for more information and for the context dump.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-UNAVAILABLE: VIP address filter table full

Explanation VIP Ethernet-like interface uses an internal MAC address table to filter incoming packets. Once the table is full, additional address entries are rejected. Any incoming packet with destination address not in the the table will be ignored.

Recommended Action The address table is consumed by various protocols, like PIM or HSRP. If too many HSRP is configured for one interface, the entry could be exhausted. The suggested solution would be to distribute some of those HSRP entries to other Ethernet interface.

Error Message %VIP-3-UNDEFIDBTYPE: Undefined idb type %d

Explanation This message is sent from the VIP kernel when it sees a media type other than Ethernet, Token-Ring, or serial. These are the media types supported by Cisco IOS Release 11.2 on the VIP. The message might be caused by having an older version of the software running on a device with a new VIP port adapter.

Recommended Action Check whether the version of the software being run supports the VIP port adapter. If an old software version does not appear to be the problem, copy the error message exactly as it appears and report it to your technical support representative.

Error Message %VIP-3-UNKNOWN_MESSAGE_IPAST_DS: An unknown IPC message type %x

Explanation An unidentified IPC message in the VIP IPFAST_DS module has been received.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-WRONGSIZE_IPFAST_DS: IPFAST_DS : Bad message of size=%d received

Explanation An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %VIP-3-WRONGSIZE_IPFAST_ENCAP: IPFAST_ENCAP : Bad IPC message of size=%d received

Explanation An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

VIPMLP Messages

This section contains multilink PPP messages.

Error Message %VIPMLP-2-NOINTERLEAVE: %s Interleave not configured due to Insufficient memory

Explanation Interleave not configured due to Insufficient 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VIPMLP-2-NOVC: %s: packet received for non-existent VC %d

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

Error Message %VIPMLP-2-UNAVAILABLE: %s Interleave not configured due to Insufficient memory

Explanation Interleave not configured due to Insufficient memory.

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

Error Message %VIPMLP-2-UNAVAILABLE: %s: packet received for non-existent VC %d

Explanation Virtual channel encapsulation is corrupted.

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

VLAN_MAPPING_ISSU Messages

This section contains VLAN mapping in-service software upgrade (ISSU) messages.

VLAN_MAPPING_ISSU-3

Error Message %VLAN_MAPPING_ISSU-3-BUFFER: vlan_mapping VLAN Mapping ISSU client failed to get buffer for message, error %d

Explanation The VLAN mapping ISSU client was unable to get a buffer for building a negotiation message. As a result, the client cannot send the negotiation message to the standby unit and the standby unit cannot be brought 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. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %VLAN_MAPPING_ISSU-3-CAPABILITY: vlan_mapping VLAN Mapping ISSU client %s

Explanation The VLAN mapping ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %VLAN_MAPPING_ISSU-3-INIT: vlan_mapping VLAN Mapping ISSU client initialization failed at %s, error %s

Explanation The VLAN mapping ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VLAN_MAPPING_ISSU-3-MSG_NOT_OK: vlan_mapping VLAN Mapping ISSU client message %d is not compatible

Explanation The VLAN mapping ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

Error Message %VLAN_MAPPING_ISSU-3-MSG_SIZE: vlan_mapping VLAN Mapping ISSU client failed to get the message size for message %d

Explanation The VLAN mapping ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

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

Error Message %VLAN_MAPPING_ISSU-3-POLICY: vlan_mapping VLAN Mapping ISSU client message type %d is %s

Explanation The VLAN mapping ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

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

Error Message %VLAN_MAPPING_ISSU-3-SEND_FAILED: vlan_mapping VLAN Mapping ISSU client failed to send a negotiation message, error %d

Explanation The VLAN mapping ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

Error Message %VLAN_MAPPING_ISSU-3-SESSION: vlan_mapping VLAN Mapping ISSU client %s

Explanation The VLAN mapping ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %VLAN_MAPPING_ISSU-3-TRANSFORM: vlan_mapping VLAN Mapping ISSU client %s transform failed, error %s

Explanation The VLAN mapping ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the vlan_mapping VLAN Mapping state will not be identical with the active unit.

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

VOA Messages

This section contains Hamptons variable optical attenuator (VOA) subcards messages.

VOA-3

Error Message %VOA-3-HIGH_ALM_THR: High Alarm Threshold for optical power on port [chars] [chars]

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

Error Message %VOA-3-HIGH_WARN_THR: High Warning Threshold for optical power on port [chars] [chars]

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

Error Message %VOA-3-LOW_ALM_THR: Low Alarm Threshold for optical power on port [chars] [chars]

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

Error Message %VOA-3-LOW_WARN_THR: Low Warning Threshold for optical power on port [chars] [chars]

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

VOICE_FSM-3

Error Message %VOICE_FSM-3-UNAVAILABLE: NULL

Explanation This message can take many forms. It provides information about a software error.

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

VOICE_FSM-5

Error Message %VOICE_FSM-5-UNAVAILABLE: NULL

Explanation Notification message.

Recommended Action LOG_STD_NO_ACTION.

VOICE_RC-3

Error Message %VOICE_RC-3-UNAVAILABLE: NULL

Explanation This message can take many forms. It provides information about a software error.

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

VPA-1

Error Message %VPA-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.

VPA-3

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

Error Message %VPA-3-UNAVAILABLE: %s Command Failed at %s - line %d, arg %d

Explanation The port adaptor failed to process a command.

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

Error Message %VPA-3-UNAVAILABLE: Firmware for VPA in bay %d crashed with exception %#x

Explanation The port adaptor firmware has crashed.

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

Error Message %VPA-3-UNAVAILABLE: VPA (bay %d), Init Failed at %s - line %d arg %x

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 %VPA-3-UNAVAILABLE: VPA (bay %d), TDM timeslot is busy: ST=%d/TS=%d

Explanation The port adaptor failed to grand a cross connect setup request.

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

Error Message %VPA-3-UNAVAILABLE: VPA (bay %d), TDM timeslot is non busy: ST=%d/TS=%d

Explanation The port adaptor failed to grand a cross connect teardown request.

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

Error Message %VPA-3-UNAVAILABLE: VPA (bay %d), received an unexpected event=%x

Explanation The port adaptor received an unexpected event from firmware.

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

Error Message %VPA-3-UNAVAILABLE: VPA-TDM, access failed at %s - line %d, arg1=0x%08x, arg2=0x%08x

Explanation The port adaptor failed to access TDM switch.

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

VPA-5

Error Message %VPA-5-UNAVAILABLE: VPA (bay %d), Voice tx ring is full: dma_done=%d, last_dma_done=%d

Explanation The port adaptor's voice tx ring is full.

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

VPA-6

Error Message %VPA-6-UNAVAILABLE: Data call is not supported on %s.

Explanation Data call is not supported in this version of IOS.

Recommended Action Remove data call configuration/setup.

Error Message %VPA-6-UNAVAILABLE: No TDM backplane is supported on slot %d.

Explanation Cannot cross connect ds0 inter slot without the TDM backplane.

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

Error Message %VPA-6-UNAVAILABLE: VPA (bay %d), Data rx ring refill failed: rxd_fill_fail=%d

Explanation The port adaptor failed to refill data rx ring.

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

Error Message %VPA-6-UNAVAILABLE: VPA (bay %d), Voice rx ring refill failed: rxv_fill_fail=%d

Explanation The port adaptor failed to refill voice rx ring.

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

Error Message %VPA-6-UNAVAILABLE: Voice PA is not supported in this platform.

Explanation The port adaptor is not supported in this platform.

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

VPD-1

Error Message %VPD-1-UNAVAILABLE: An error was encountered during DSP initialization of ATM CES (Voice Processor Deck) port adapter at addr 0x%x.

Explanation The port adapter did not successfully initialize. This failure occurred during the DSP initialization of the port adapter.

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

Error Message %VPD-1-UNAVAILABLE: An error was encountered during initialization of ATM CES (Voice Processor Deck) port adapter in slot %d.

Explanation The port adapter did not successfully initialize. This failure occurred during the ATM CES voice processor deck initialization of the port adapter.

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

Error Message %VPD-1-UNAVAILABLE: VPD in slot %d: VIC daughter card (%s/0x%x) is unsupported

Explanation The VIC card plugged into the VPD is not of a supported type

Recommended Action Replace this VIC with a type that is supported by this version of IOS, or change the version of IOS to support this VIC type.

Error Message %VPD-1-UNAVAILABLE: VPD in slot %d: VIC daughter card has an unknown id of 0x%x

Explanation The software did not recognize the type of VIC card plugged into the VPD.

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.

VPD-4

Error Message %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock %d/0 Tx PLL lost lock! Priority %d %s %s - Tx PLL failed.

Explanation The clock source has failed.

Recommended Action If an alternate source is available, it will be used.

Error Message %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock %d/0 transitioned from Priority %d %s %s to Priority %d %s %s

Explanation This warning message indicates a change in the clock source.

Recommended Action No action required.

Error Message %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock source initialized to local oscillator.

Explanation Warning indicates that ATM CES (Voice Processor Deck) clock used will be internal.

Recommended Action No action is required.

VOICE_RC_5

Error Message %VOICE_RC-5-UNAVAILABLE: NULL

Explanation Notification message.

Recommended Action LOG_STD_NO_ACTION

VPD Messages

Error Message %VPD-4-CESCLK_INIT: ATM CES (Voice Processor Deck) clock source initialized to local oscillator.

Explanation Warning indicates that ATM CES (Voice Processor Deck) clock used will be internal.

Recommended Action No action is required.

VPDN Messages

This section contains Virtual Private Dialup Networking (VPDN) messages.

VPDN-3

Error Message %VPDN-3-DROP_ADDR_MISMATCH: [chars]

Explanation The remote server changed its address.

Recommended Action Change initiate-to configuration at the LAC to point to the exact IP address LNS will use.

Error Message %VPDN-3-IP_SWITCH_ERR: l2x ip switching vector not installed

Explanation The platform-dependent Layer 2X IP Cisco Express Forwarding (CEF) switching module 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPDN-3-NORESOURCE: [chars] [chars] [chars] no resources for user [chars] [chars] [chars]

Explanation The platform (for example, the Cisco Network Authentication Server and L2TP access concentrator (NAS/LAC) or the home gateway and L2TP network server (HGW/LNS)) has exhausted its resources for forwarding a VPDN user.

Recommended Action Check the available memory of the platform.

VPDN-4

Error Message %VPDN-4-MIDERROR: [chars] [chars] [chars] unable to terminate user [chars] [chars] [chars]

Explanation The HGW/LNS was unable to complete the forwarding of the VPDN user because of an internal error. This condition may be resource-related or configuration-related. A reason string may be present in the message text to indicate the point of failure.

Recommended Action Check the configuration of the HGW/LNS.

Error Message %VPDN-4-REFUSED: Session for %s Refused status = %x

Explanation The remote server refused this session.

Recommended Action Check the configuration of the home gateway (HGW) or L2TP Network Server (LNS).

Error Message %VPDN-4-SESSIONERROR: [chars] [chars] [chars] unable to terminate user [chars] [chars] [chars]

Explanation The HGW/LNS was unable to complete the forwarding of the VPDN user due to an internal error. This error may be resource related or configuration related. A reason string may be present to indicate the point of failure.

Recommended Action Check the configuration on the HGW/LNS

VPDN-5

Error Message %VPDN-5-NOIDB: [chars] [chars] [chars] unable to terminate user [chars]

Explanation The HGW/LNS has exhausted its resources for creating sessions for VPDN forwarded users. It has reached the maximum number of interfaces allowed on the router.

Recommended Action Limit the number of interfaces to the maximum allowable interfaces.

Error Message %VPDN-5-UNREACH: [chars] [chars] [chars] is unreachable

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has timed out while it was attempting to establish a tunnel connection to a HGW/LNS or NAS/LAC. The timeout may be due to network, authentication, or authorization issues.

Recommended Action Check the configuration on the platform and check the network connectivity between the NAS/LAC and HGW/LNS. Check to see if the tunnel setup requires a different source IP address from that of the NAS/LAC.

VPDN-6

Error Message %VPDN-6-AUTHENERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars] [chars] [chars]

Explanation Either the NAS/LAC or the HGW/LNS is unable to locate an AAA server for the purposes of authenticating the user or tunnel. This condition indicates that the router was unable to establish a network connection with the designated or configured server. A reason string may be present in the message text to provide further information.

Recommended Action Check the AAA configuration on the platform (for example, the Cisco NAS/LAC or the HGW/LNS) and check the network connectivity to the AAA servers.

Error Message %VPDN-6-AUTHENFAIL: [chars] [chars] [chars], [atalk_address]uthentication failure [chars]for [chars] [chars] [chars] [chars] [chars]

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has failed to authenticate a user or a tunnel, or the HGW/LNS has failed authentication with the client that initiated the session. For authentication failures of the user or tunnel, a reason string should be present in the message text to indicate the point of failure. When a client fails to authenticate the HGW, a reason string may be present, depending upon the point of failure.

Recommended Action Check the username configuration on the platform and, possibly, the client. If the HGW/LNS is failing authentication, removing the negotiation of outbound authentication (that is, authenticating the user only in the inbound direction) is one possible solution. If AAA is applicable to the condition, check the AAA configuration on the NAS/LAC or HGW/LNS and check the network connectivity to the AAA servers.

Error Message %VPDN-6-AUTHORERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars] [chars] [chars]

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) is unable to locate a AAA server for the purposes of authorizing the user or tunnel. The router was unable to establish a network connection with the designated or configured server. A reason string may be present in the message text to provide further information.

Recommended Action Check the AAA configuration on the platform and check the network connectivity to the AAA servers.

Error Message %VPDN-6-AUTHORFAIL: [chars] [chars] [chars], [atalk_address]uthorization failure for [chars] [chars] [chars] [chars] [chars]

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has failed to authorize a user or a tunnel. A reason string may be present in the message text to indicate the point of failure.

Recommended Action Check the authorization configuration on the platform. If AAA is applicable to the condition, check the network connectivity to the AAA servers.

Error Message %VPDN-6-CLOSED: [chars] [chars] [chars] closed [chars] [chars] [chars] [chars] [chars]

Explanation The remote server, typically the HGW/LNS, closed this session. The reason for the closing is encoded in a hexadecimal format and corresponds to the particular protocol descriptions. For the L2F protocol, the values are documented in section 4.4.5 of the Internet Draft. A description string may also be present that describes the reason for the closing.

Recommended Action Check the configuration on the platform (for example, the configuration of the Cisco NAS/LAC or the HGW/LNS).

Error Message %VPDN-6-DOWN: %s %s %s changed state to down %s %s %s%s%s

Explanation The remote server, typically the home gateway (HGW) and L2TP Network Server (LNS), closed this tunnel. The reason for the closure is encoded in a decimal format defined in the particular protocol specification. For example, the closure values for Layer 2 Forwarding (L2F) are documented in section 4.4.5 of the L2F Internet Draft. The closure reason may also be displayed in a description string.

Recommended Action Check the configuration on the network access server (NAS) and L2TP access concentrator (LAC) , or on the home gateway (HGW) and L2TP Network Server (LNS).

Error Message %VPDN-6-MAX_SESS_EXCD: %s %s %s has exceeded configured local session-limit and rejected %s %s %s%s%s

Explanation The NAS/LAC or HGW/LNS has refused this session since the configured maximum VPDN session limit has been reached.

Recommended Action No action is required.

Error Message %VPDN-6-RESIZE: Updated [chars] session table size to [int]

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has altered the size of the session table using the CLI.

Recommended Action No action is required.

Error Message %VPDN-6-SOFTSHUT: %s %s %s has turned on softshut and rejected %s %s %s%s%s

Explanation The NAS/LAC or HGW/LNS can no longer accept new connections when the **vpdn softshut** command has been entered. Existing sessions will continue until termination.

Recommended Action To allow new connections, enter the **no vpdn softshut** command. Otherwise, no action is required.

Error Message %VPDN-6-TIMEOUT: [chars] [chars] [chars] disconnected [chars] [chars] [chars] [chars] [chars]

Explanation The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has disconnected the user because of the expiration of a timer. This condition may be PPP negotiation-related or might be an absolute timeout for the session.

Recommended Action If the session has timed out automatically, no action is required.

Error Message %VPDN-6-VPDN_DEADCACHE_EVENT: LSG dead cache entry [IP_address] [chars]

Explanation A dead cache entry status is changed in the VPDN Load Sharing Group (LSG) table. The event could be 'Added', where a LSG entry goes Down, 'Deleted', where an entry moves out of the Down status, or 'Cleared', where an entry is cleared by a user.

VPLS_NP_CLIENT Messages

This section contains VPLS NP client messages.

VPLS_NP_CLIENT-3

Error Message %VPLS_NP_CLIENT-3-INFO: [chars]

Explanation The VPLS NP client failed to initialize properly. This condition will result in improper operation of the any transport over MPLS (AToM) feature.

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

Error Message %VPLS_NP_CLIENT-3-NOEMEM: [chars]

Explanation The VPLS NP client failed to initialize properly. This condition will result in improper operation of the AToM feature. 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 by the configuration.

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

VPLS_NP_CLIENT-4

Error Message %VPLS_NP_CLIENT-4-WARN: [chars] [dec] [chars]

Explanation The entry could not be added because it is invalid.

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

VPN_HW Messages

This section contains VPN hardware accelerator for IPSec (VPN_HW) messages.

VPN_HW-0

Error Message %VPN_HW-0-SELF_TEST_FAILURE: Hardware Crypto self-test failed
([chars])

Explanation One of the hardware crypto self-tests has failed. The crypto engine is not operable in this state.

Recommended Action If the failure persists, contact Cisco to replace the hardware.

VPN_HW-1

Error Message %VPN_HW-1-ALIGN: Slot: [dec] - Alignment failure on packet buffer:
[hex]

Explanation A software error has occurred. The VPN hardware accelerator driver has 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPN_HW-1-ERROR: slot: [dec] - [chars]

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

Error Message %VPN_HW-1-HEARTBEAT: VPN Module in slot: [dec]: Keepalive lost.

Explanation Keepalive messages have been lost, which indicates that the VPN hardware accelerator is no longer operating.

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

Error Message %VPN_HW-1-INITFAIL: Slot [dec]: [chars]

Explanation The VPN hardware accelerator driver could not initialize the accelerator at the slot specified in the error message 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPN_HW-1-NOMEMORY: [chars] creation failed for slot [dec]

Explanation During its initialization phase, the VPN hardware driver could not allocate memory for the data structure that is specified in the error message.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPN_HW-1-OWNER: slot: [dec]: [chars] packet buffer, pak=[hex]

Explanation A software or hardware error has occurred. The VPN hardware accelerator driver has 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPN_HW-1-PACKET_ERROR: slot: [dec] Packet Encryption/Decryption error, [chars]

Explanation An unexpected error occurred during the encryption or decryption of a packet.

Recommended Action This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a security association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note the status value and contact your Cisco technical support representative. The VPN hardware accelerator will most likely need to be replaced.

Error Message %VPN_HW-1-TOOBIG: Slot: [dec] - [chars] received a packet with size [dec].

Explanation A packet was received that was too large. The hardware supports only the MTU size specified 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VPN_HW-1-PACKET_ERROR: slot: %d Packet Encryption/Decryption error,
%s

Explanation An unexpected error occurred during the encryption or decryption of a packet.

Recommended Action This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a Security Association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note of the status value and contact a Cisco representative. The VPN hardware accelerator will most likely need to be replaced.

Error Message %VPN_HW-1-UNSUPP: VPN Module in slot: [dec]: [chars] ([hex]).

Explanation This revision or version of the VPN hardware accelerator in the slot specified in the error message is not supported.

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

VPN_HW-3

Error Message %VPN_HW-3-MULTDEV: Cannot support more than one Encryption AIM

Explanation A second Encryption AIM was discovered present in the system. The Encryption AIM software only supports a single Encryption AIM. All other Encryption AIMS installed will be ignored.

Recommended Action Remove one of the Encryption AIMS that are installed in your system.

VPN_HW-4

Error Message %VPN_HW-4-PACKET_ERROR: slot: [dec] Packet Encryption/Decryption error, [chars]

Explanation An unexpected error occurred during the encryption or decryption of a packet.

Recommended Action This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a security association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note the status value and contact your Cisco technical support representative. The VPN hardware accelerator will most likely need to be replaced.

VPN_HW-6

Error Message %VPN_HW-6-FIPFAIL: FIPS test_id [dec] ([chars]) Test Failure will be induced

Explanation The FIPS test was forced to fail from ROMMON.

Recommended Action If this condition is undesirable, do not set FIPS_FAIL using ROMMON.

Error Message %VPN_HW-6-INFO: slot: [dec] [chars]

Explanation This is an informational message from the VPN hardware accelerator driver.

Recommended Action No action is required.

Error Message %VPN_HW-6-INFO_LOC: Crypto engine: [chars] [chars]

Explanation This is an informational message from the VPN hardware accelerator driver.

Recommended Action No action is required.

Error Message %VPN_HW-6-SHUTDOWN: [chars] shutting down

Explanation The specified VPN hardware is shutting down. It may have been physically removed.

Recommended Action This is an informational message only. No action is required.

VQPCLIENT-2

Error Message %VQPCLIENT-2-UNAVAILABLE: Could not allocate memory for VQP

Explanation An error occurred when the system tried to allocate memory for the VQP 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VQPCLIENT-2-UNAVAILABLE: Could not create process for VQP. Quitting

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

Error Message %VQPCLIENT-2-UNAVAILABLE: Could not obtain IP socket

Explanation An error occurred when the system attempted to open an IP socket to the VMPS.

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

Error Message %VQPCLIENT-2-UNAVAILABLE: Host %e denied on interface %s

Explanation The VMPS has denied access for the given host MAC address to the specified interface.

Recommended Action No action is normally required. If you feel that the host should have been allowed access, then the configuration on the VMPS should be checked.

Error Message %VQPCLIENT-2-UNAVAILABLE: Interface %s shutdown by VMPS

Explanation The VMPS has directed that the specified interface be shut down.

Recommended Action No action is normally required. If you feel that the port should not have been shut down, then the configuration on the VMPS should be checked.

Error Message %VQPCLIENT-2-UNAVAILABLE: Interface %s shutdown by active host limit

Explanation The system has shut down the specified interface because too many hosts have requested access to that port.

Recommended Action To reactivate the port, remove the excess hosts and issue a no shut command to the interface.

Error Message %VQPCLIENT-2-UNAVAILABLE: Platform-specific VQP initialization failed. Quitting

Explanation An error occurred during initialization of the VQPC platform-specific 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://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

VQPCLIENT-3

Error Message %VQPCLIENT-3-UNAVAILABLE: Invalid VLAN (%s) in response

Explanation The VMPS has specified a vlan name that is unknown to the switch.

Recommended Action Make sure that the vlan exists on the switch. Check the VMPS configuration.

Error Message %VQPCLIENT-3-UNAVAILABLE: Invalid interface (%s) in response

Explanation The VMPS has sent an unsolicited response with an unknown interface name

Recommended Action Check the VMPS configuration.

Error Message %VQPCLIENT-3-UNAVAILABLE: Throttling VLAN change on %s

Explanation An attempt was made to change the vlan assignment for the specified interface more often than once every 10 seconds. The vlan change is denied.

Recommended Action No action is normally required. If the message recurs, check the VMPS configuration. Verify that unexpected hosts are not connected to the port.

VQPCLIENT-7

Error Message %VQPCLIENT-7-UNAVAILABLE: Probing primary server %I

Explanation The system is trying to reestablish connectivity with the primary VMPS at the given IP address.

Recommended Action LOG_STD_DBG_ACTION

Error Message %VQPCLIENT-7-UNAVAILABLE: Reconfirming VMPS responses

Explanation The switch is reconfirming all responses with the VMPS

Recommended Action LOG_STD_DBG_ACTION

Error Message %VQPCLIENT-7-UNAVAILABLE: Trying next VMPS %I

Explanation The system has lost connectivity with the current VMPS and is switching to the next server in its list.

Recommended Action LOG_STD_DBG_ACTION

VPNMAP Messages

This section contains Virtual Private Network mapper (VPNMAP) messages.

VPNMAP-2

Error Message %VPNMAP-2-REALLOC_ERROR: Exceeded number of resources to support hardware switching of VRF %s. Please unconfigure some of the existing VRFs as some entries will be software switched in the next reload.

Explanation Because no further hardware resources are available to support hardware switching of VRFs, some VRFs must be software switched. Unconfigure the **mls ipv6 vrf** command or some of the existing features that use those resources. Examples of features using hardware switching resources are VRF, EoMPLS, and MDT.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, **remote command module**, **show platform software vpn mapping**, **show platform software vpn status**, and **show running-config** commands and your pertinent troubleshooting logs.

Error Message %VPNMAP-2-SPACE_EXCEEDED: Exceeded number of resources to support hardware switching of VRFs. Please unconfigure some of the existing VRFs as some entries will be software switched.

Explanation Because no further hardware resources are available to support hardware switching of VRFs, some VRFs must be software switched. Unconfigure the **mls ipv6 vrf** command or some of the existing features that use those resources. Examples of features using hardware switching resources are VRF, EoMPLS, and MDT.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, **remote command module**, **show platform software vpn mapping**, **show platform software vpn status**, and **show running-config** commands and your pertinent troubleshooting logs.

VPNSM Messages

This section contains Virtual Private Network Services Module (VPNSM) messages.

VPNSM-2

Error Message %VPNSM-2-ACE_PKA_KAT_FAILURE: PKA: Known Answer Test failure: [chars]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-2-ACESCPERROR: Null MAC address pointer in SCP module

Explanation An error has been reported by the firmware.

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

VPNSM-3

Error Message %VPNSM-3-ACEIOBADPARAM: PcpManCreateTunn: cannot create tunnel with expiring Sa

Explanation An error has been reported by the firmware.

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

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

Error Message %VPNSM-3-ACEI10TCAMFAILED: SpdSpInstall: cannot install Sp [dec]: TmInsertSp failed

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP [dec] with non-zero priority

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI10OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan

Explanation An error has been reported by the firmware.

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

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

Error Message %VPNSM-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId= [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than [dec] pending nested callbacks from TcamMan

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list [int] while in use

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI14BADCMCID: PcpSpdCreateCme: cannot create Cme with ID=[dec]: too large

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI with TcamMan for Sa [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove non-existing Cme [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot activate flow [dec]: Sa is in the wrong state

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa [dec] with TcamMan

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa [dec] with TcamMan

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI18BADPARAM: PcpManCreateSMap: cannot create outbound SPD Map [int] with ingress access list [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow [dec] with non-existing Cme [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=[dec], max is [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number [dec] for aclId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=[int]: already used

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=[dec], aclId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number [dec] for aclId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: SA is in the wrong state

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI28IDINUSE: PcpQOpCreSaBegin: cannot create second Sa for flow [dec]: conditions for transport adj. are not met

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp [dec] with SpdMan

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI30BADPARAM: PcpSpdUpdateCme: cannot update already queued Cme [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access list entry number [dec] for cmeId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old [chars]bound flow [dec] while activating [chars]bound flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values softSecs=[int], hardSecs=[int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values softKBytes=[int], hardKBytes=[int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow [dec] with selector ranges not intersecting parent Sp

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp [dec] selector sets

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp's selector sets

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI4BADPARAM: PcpQOpCreSaBegin: got invalid addresses [int].[int].[int].[int] and [int].[int].[int].[int] for other Sa of flow [dec]: expected [int].[int].[int].[int] and [int].[int].[int].[int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing access list [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI41SPDFFAILED: PcpQOpSaActivated: cannot finish activating Sa [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa [dec]: queue is full

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number [dec] for ACL [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme [int] (aclId=[int]): queue is full

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme [dec] without Acl

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa for manual Sp (cmeId=[dec],entry=[dec]), Sa already exists

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast init-mode in TcamMan: [dec] pending Ops, [dec] Flows and [int] Cmes already exist or TcamMan is busy

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow [dec]: Sa is not active

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa [dec], old Sa [dec] already has successor Sa [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI5OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme [dec]: TcamMan is in Init mode

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = ([dec],[dec],[dec],[dec],[dec]), cmeId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode [int] for Acl [int] in state [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id [int] out of range [0,[int]]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme [int] with Acl [int] when Acl state is [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI55SPDFAILED: PcpQOpActSaBegin: cannot begin activating Sa [dec] for flowId [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow [dec] already being deleted

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI58IDNOTINUSE: PcpManDestroyFlowAsync: flow [dec] already queued for deletion

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate flow [dec] as per-host with subset of Sp as a selector set

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size [dec] for opcode [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI6OUTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI60SPDFAILED: PcpManSaUpdateError: cannot update Flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] with bad spdId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow [dec] in trans.adj. with outer SA in tunnel mode

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow [dec] while using fast policy mode

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags [hex] for setting fast policy mode

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow [dec] when SA is not active

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap [int] with Acl [int] when Acl state is [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags [hex] at lineNo=[dec], aclId=[dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme [int] with spdId [int] out of range [0,[int]]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: invalid ID

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI70OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme [int]: queue is full

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI72QUEUEFULL: PcpSpdCreateSMap: cannot create SPD map with mapId [int]: queue is full

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI73BADPARAM: PcpSpdCreateSMap: cannot create SPD map with mapId [int] out of range [0,[int]]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI74IDINUSE: PcpSpdCreateSMap: cannot create SPD map with mapId [int] already in use

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap [int] with TcamMan

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map [int] with invalid flags [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map [int] using non-existent access list [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI78OUTOFSMAP: PcpSpdCreateSMap: cannot create SPD map [int]: out of memory

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] when Cme is not ready

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId [dec]: operation queue is full

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId [int]: queue is full

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD [int] with TcamMan

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI84BADPARAM: PcpManCreateSMap: cannot create SPD map [int] with spdId [int] out of range [0,[int]]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD [int]: out of memory

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=[dec], max is [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap [int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=[int]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId [dec]: operation queue is full

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr: [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-3-SPI_NOT_AVAIL: SPI [hex] is not available

Explanation An error has been reported by the firmware.

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

VPNSM-4

Error Message %VPNSM-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACETCAMPKTNOSA: Packet event for a non-existing SA.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACEXCPUACMMTU2: CFGMON: Failed to set MTU. Invalid data [dec], ifvlan [hex].

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACEXCPUCMRESP: XcpuCfgMonReqCallback:Can't respond to host.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACEXCPUCMRESP4: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ACEXCPUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-DUMPMEM: [hex]: [hex] [hex] [hex] [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-EDSDEBUG: SingleBufErr:([hex])

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-FIPSCHECK3: FIPS Failed Packet Comparison.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-FIPSCHECK4: FIPS Test Completed Successfully.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUFRAG1: PktReasmSetAction failed.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP2: SaCheckSelectors: Illegal pkt, no valid SA

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP3: Illegal pkt dst: [dec] . [dec] . [dec] . [dec] proto: [dec] spi: [hex], no match on SA SPI [hex].

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP4: Illegal pkt dst: [dec] . [dec] . [dec] . [dec] proto: [dec] spi: [hex], no match on SA dst [dec] . [dec] . [dec] . [dec]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP8: Illegal clear pkt src: [dec] . [dec] . [dec] . [dec] dst: [dec] . [dec] . [dec] . [dec] proto: [dec].

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP9: Packet src: [dec] . [dec] . [dec] . [dec] dst: [dec] . [dec] . [dec] . [dec] seq num: [hex] failed replay check last seq num: [hex] for SA: [hex].

Explanation IPsec packets have failed the anti-replay check. A common cause is the use of QoS in your network. With QoS, lower priority packets can arrive late, missing the anti-replay check window. When this condition occurs, higher level protocols can request retransmission so that functionality is not lost. Time-sensitive protocols, such as voice traffic, might be degraded due to dropped or late packets.

Recommended Action If anti-replay checking is not needed, disable it by removing the HMAC function from the transform set.

Error Message %VPNSM-4-ICPUPP10: Packet src: [dec].[dec].[dec].[dec]
dst: [dec].[dec].[dec].[dec] proto ESP, but not SA proto!

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP11: Packet src: [dec].[dec].[dec].[dec]
dst: [dec].[dec].[dec].[dec] proto AH, but not SA proto!

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP12: IPPE says IPSec, not pkt
src: [dec].[dec].[dec].[dec] dst: [dec].[dec].[dec].[dec] proto: [dec]!

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP13: Policy check failed for pkt
src: [dec]. [dec]. [dec]. [dec] dst: [dec]. [dec]. [dec]. [dec] proto: [dec] SA
index: [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP14: Pkt src: [dec]. [dec]. [dec]. [dec]
dst: [dec]. [dec]. [dec]. [dec] proto: [dec] match deny; SA index [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP15: SecInfo [hex] doesn't match with SA [hex] SA
index: [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUPP16: Inner proto [dec] must be IPSec but is not

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to add local IP Addr [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ICPUSYSIPADDRDEL: PktProcAddSysIpAddr: Unable to delete local IP Addr [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index: [hex]

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-RECOVERYDONE: CP Lockup Recovery - Done

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-RECOVERYSTART: CP Lockup Recovery - Start (OCPU)

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-4-XCPURECOVERY: Error Disabling CP

Explanation An error has been reported by the firmware.

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

VPNSM-6

Error Message %VPNSM-6-ACEPKAHWCRRNGT: PKA: HW RNG has duplicate data, discarding

Explanation An error has been reported by the firmware.

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

Error Message %VPNSM-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. [hex] [hex]; 0Unrecognized format 'x%p' 0Unrecognized format 'x%p' idx: [hex]

Explanation An error has been reported by the firmware

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

Error Message %VPNSM-6-ACEPKARNGKAT: PKA: RNG failed KAT

Explanation An error has been reported by the firmware.

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

VPNSMIOS Messages

This section contains VPNSM crypto connection (VPNSMIOS) messages.

VPNSMIOS-3

Error Message %VPNSMIOS-3-ILLEGALINTERFACE: Traffic matching crypto maps on [chars] will go through unencrypted. Please reconfigure crypto maps as required by VPN service module.

Explanation An attempt was made to apply an encryption (crypto) map set to an interface that is not a VLAN interface. When this IPsec VPN accelerator is being used, crypto map sets can only be applied to a VLAN interface that has a proper encryption (crypto) connection to a physical port. The interface has been disabled. For more information on crypto guidelines, consult the system configuration manuals.

Recommended Action Remove the crypto map set from the virtual interface. For more details, consult the configuration guidelines.

Error Message %VPNSMIOS-3-MACEDONCTVLALLOCFAIL: Failed to allocate Control vlan on stby

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

Error Message %VPNSMIOS-3-MACEDONCTVLTIMERON: Control vlan timer is on on stby

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

Error Message %VPNSMIOS-3-MACEDONNOCCONB2BERR: [chars]no crypto connect is disallowed

Explanation The system cannot remove the cryptographic connection when a module-to-module partner is still active.

Recommended Action Remove the module-to-module configuration before removing the cryptographic connection.

Error Message %VPNSMIOS-3-MACEDONTUNNELADDCBERR: [chars]: tunnel addcb failed: reason[[chars]] tvlan[[dec]] slot[[chars]]

Explanation An error response was received when attempting to seize the tunnel. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELADDERR: [chars]: tunnel add failed: reason[[chars]] ifvlan[[dec]] tvlan[[dec]] slot[[chars]] src[[IP_address]] dst[[IP_address]]

Explanation An attempt to seize the tunnel has failed. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELCREATEPOLOQERR: Failed to create PoloReplicateCfg Q

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

Error Message %VPNSMIOS-3-MACEDONTUNNELCREATEPROCERR: Failed to create Ace Tunnel Task

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

Error Message %VPNSMIOS-3-MACEDONTUNNELCREATEQERR: Failed to create watched Q

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

Error Message %VPNSMIOS-3-MACEDONTUNNELCREATETIDERR: Failed to create Ace Tunnel-id bitvector

Explanation An internal 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %VPNSMIOS-3-MACEDONTUNNELDELETEIFVLANNOTFOUNDErr: [chars]: no tm found while attempting to delete from ifvlan[[dec]]

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

Error Message %VPNSMIOS-3-MACEDONTUNNELDELETETMNOTFOUNDErr: [chars]: no tm found while attempting to delete

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

Error Message %VPNSMIOS-3-MACEDONTUNNELNOEVENTMSGHANDLERERR: msgtype[[chars]]: No event msg handler found.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELNOIDBERR: No tunnel idb

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

Error Message %VPNSMIOS-3-MACEDONTUNNELNOTMMSGHANDLERERR: msgtype[[chars]]: No tm msg handler found.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELREMOVECBERR: [chars]: tunnel removecb failed: reason[[chars]] tvlan[[dec]] slot[[chars]]

Explanation An error response was received when attempting to release the tunnel. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELREMOVEERR: [chars]: tunnel remove failed: reason[[chars]] ifvlan[[dec]] tvlan[[dec]] slot[[chars]] src[[IP_address]] dst[[IP_address]] id[[dec]]

Explanation An attempt to release the tunnel has failed. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

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

Error Message %VPNSMIOS-3-MACEDONTUNNELVACLERR: vlan[[dec]]: failed to set vACL: action[[dec]] reason[[dec]]

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

Error Message %VPNSMIOS-3-MACEDONTUNNELVLANERR: [chars]: allocated idb has invalid vlan id

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

Error Message %VPNSMIOS-3-MACEDONTUNNELVLANIDBERR: [chars]: unable to allocate idb

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

Error Message %VPNSMIOS-3-SLOTMISMATCH: [chars] has mismatch crypto engine binding. Egress interface is binded to crypto engine [int]/[int] but tunnel protection is binded to [int]/[int]. This tunnel is now shutdown.

Explanation To use VPN-SM for tunnel protection, the user must enter the **crypto engine slot** *slot* command on both the egress interface VLAN and the tunnel interface. The slot on both interfaces must match. When this requirement is not met, this message is displayed. The tunnel is now shut down.

Recommended Action Modify either one or both crypto engine slot values so that they match.

Error Message %VPNSMIOS-3-VLANALLOCFAIL: Failed to allocate vlan for %s

Explanation The system was unable to allocate a VLAN for internal 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 platform hardware capacity vlan**, and **show vlan internal usage** commands and your pertinent troubleshooting logs.

VPNSMIOS-4

Error Message %VPNSMIOS-4-DIFFCRYPTOENGINE: [chars]. Another interface [chars] has same local-address [chars] but is on a different crypto engine [chars]

Explanation Two crypto interfaces with the same local address must be on the same crypto engine. In a virtual switch system (VSS), crypto engine [chars] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

Recommended Action Reconfigure the **crypto engine** command on the interface.

Error Message %VPNSMIOS-4-LIMITFVRF: System has reached the limit of supported front-door VRF. ([dec])

Explanation The number of front-door VRFs supported by VPNSM has reached its limit.

Recommended Action Unconfigure any unused VRFs.

Error Message %VPNSMIOS-4-PROMISCOUSMODE: Outside port failed to be in [chars] mode

Explanation This message is relevant only if the outside port is an FEPA port.

Recommended Action Reconfigure the **crypto connect** command.

Error Message %VPNSMIOS-4-VPNSMILLEGALQOS0: VPNSM Slot: [dec] can only support [dec] cos maps in high priority queue, CoS configuration ignored, reset cos map by issuing no priority queue cos-map 1 command

Explanation An illegal configuration has been detected.

Recommended Action Reset the CoS map by entering the **no priority-queue cos-map 1** 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

VPNSMIOSSP Messages

This section contains VPN service module (VPNSM) crypto connection SP messages.

Error Message %VPNSMIOSSP-6-MACEDONPOWEROFF: Non crypto image detected, disallowing power to VPN-SM module in slot [chars].

Explanation The chassis was booted up with an image that does not have the necessary crypto subsystems for the VPN-SM to run correctly. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

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

VPNSPA Messages

This section contains Virtual Private Network shared port adapter (VPNSPA) messages.

VPNSPA-0

Error Message %VPNSPA-0-ACELOGTEST7: Log test: SEV_EMERG

Explanation An error was reported by the firmware.

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

VPNSPA-1

Error Message %VPNSPA-1-ACELOGTEST6: Log test: SEV_ALERT

Explanation An error was reported by the firmware.

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

VPNSPA-2

Error Message %VPNSPA-2-ACEIKEADRVPKRM: Decode of RSA Private Key %d failed

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACEIKEANVRWRT: RSA Private Key %d NOT written to NVRAM

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-2-ACEIKEANVWRT: RSA Private Key %d NOT zeroized in NVRAM

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-2-ACEIKEANVWRT2: RSA Private Key %d NOT written to NVRAM

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-2-ACEIKEAPRVCREDRV: Driver refused RSA Private Key

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACEIKEAPRVCRESES: Driver refused RSA Private Key %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACEIKEAPRVDRV: Driver refused RSA Private Key

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACEIKEAPRVNVRD: RSA Private Key %d NOT read from NVRAM

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACEIKEAPRVREJ: RSA Private Key %d NOT written to NVRAM

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACEIKEAPRVMDRV: Decode of RSA Private Key %d failed

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACEIKEAPRVMSSESDRV: Decode of RSA Private Key %d failed

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACELOGTEST5: Log test: SEV_CRIT

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACENVRAMCSUM: NVRAM Checksum failed

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACENVRAMWR: Write to nvram failed

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-2-ACE_PKA_KAT_FAILURE: PKA: Known Answer Test failure: %s

Explanation An error was reported by the firmware.

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

VPNSPA-3

Error Message %VPNSPA-3-ACEI0BADPARAM: PcpManCreateTunn: cannot create tunnel with expiring Sa

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI0TCAMFAILED: SpdSpInstall: cannot install Sp %ld: TmInsertSp failed

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId=%u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than %ld pending nested callbacks from TcamMan

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list %u while in use

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI14BADCEID: PcpSpdCreateCme: cannot create Cme with ID=%ld: too large

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI with TcamMan for Sa %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove non-existing Cme %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot activate flow %ld: Sa is in the wrong state

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa %ld with TcamMan

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa %ld with TcamMan

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI18BADPARAM: PcpManCreatesMMap: cannot create outbound SPD Map %u with ingress access list %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow %ld with non-existing Cme %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP %d with non-zero priority

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-3-ACEI1OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=%d, max is %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number %d for aclId=%d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=%u: already used

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=%d, aclId=%d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number %d for aclId=%d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow %ld: SA is in the wrong state

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI28IDINUSE: PcpQOpCreSaBegin: cannot create second Sa for flow %ld: conditions for transport adj. are not met

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp %d with SpdMan

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow %ld with invalid ID

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa %ld of Sa %ld is above nesting limit of %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI30BADPARAM: PcpSpdUpdateCme: cannot update already queued Cme %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access list entry number %d for cmeId=%d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old %sbound flow %ld while activating %sbound flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values softSecs=%lu, hardSecs=%lu

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values softKBytes=%lu, hardKBytes=%lu

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow %ld with selector ranges not intersecting parent Sp

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow %ld with addresses %d.%d.%d.%d and %d.%d.%d.%d not included in Sp %d selector sets

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow %ld with addresses %d.%d.%d.%d and %d.%d.%d.%d not included in Sp's selector sets

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa %ld of Sa %ld is above nesting limit of %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing access list %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI41SPDFFAILED: PcpQOpSaActivated: cannot finish activating Sa %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa %ld: queue is full

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number %d for ACL %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme %u (aclId=%u): queue is full

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme %d without Acl

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa for manual Sp (cmeId=%d,entry=%d), Sa already exists

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast init-mode in TcamMan: %ld pending Ops, %ld Flows and %u Cmes already exist or TcamMan is busy

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow %ld: Sa is not active

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI4BADPARAM: PcpQOpCreSaBegin: got invalid addresses %u.%u.%u.%u and %u.%u.%u.%u for other Sa of flow %ld: expected %u.%u.%u.%u and %u.%u.%u.%u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme %ld: TcamMan is in Init mode

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = (%d,%d,%d,%d,%d), cmeId=%d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode %u for Acl %u in state %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id %u out of range [0,%u]

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme %u with Acl %u when Acl state is %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI55SPDFFAILED: PcpQOpActSaBegin: cannot begin activating Sa %ld for flowId %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow %ld already being deleted

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI58BADPARAM: PcpManQueryFlow: cannot query flow %ld: parent SP is not active

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate flow %ld as per-host with subset of Sp as a selector set

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa %ld, old Sa %ld already has successor Sa %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI5OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI60SPDFFAILED: PcpManSaUpdateError: cannot update Flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=%d, entry=%d with bad spdId=%ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow %ld in trans.adj. with outer SA in tunnel mode

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow %ld while using fast policy mode

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags 0x%x for setting fast policy mode

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow %ld when SA is not active

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap %u with Acl %u when Acl state is %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags 0x%x at lineNo=%d, aclId=%d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme %u with spdId %u out of range [0,%u]

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size %d for opcode %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI6OUTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme %u: queue is full

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI72QUEUEFULL: PcpSpdCreatesMap: cannot create SPD map with mapId %u: queue is full

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI73BADPARAM: PcpSpdCreatesMap: cannot create SPD map with mapId %u out of range [0,%u]

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI74IDINUSE: PcpSpdCreatesMap: cannot create SPD map with mapId %u already in use

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap %u with TcamMan

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map %u with invalid flags 0x%x

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map %u using non-existent access list %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI78OUTOFSMAP: PcpSpdCreatesMap: cannot create SPD map
%u: out of memory

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for
cmeId=%d, entry=%d when Cme is not ready

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow
%ld: invalid ID

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI7OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId %ld: operation queue is full

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId %u: queue is full

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD %lu with TcamMan

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI84BADPARAM: PcpManCreatesMMap: cannot create SPD map %u with spdId %u out of range [0,%u]

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD %u: out of memory

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=%ld, max is %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap %u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=%u

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI8SPDFAILED: PcpManSetFlowKeys: cannot set keys for flow %ld using SpdMan

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI90CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme %ld while in state %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI91OUTOFSEL: PcpAclGetSpSelSet: cannot clone deny-SelSets for ACL %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId %ld: operation queue is full

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI93OUTOFSEL: PcpCmeIntersectSaWithSp: cannot clone deny selectors for flow %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI9BADPARAM: PcpManQueryFlow: cannot query flow %ld: invalid ID

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEI9OUTOFSEL: SpdSaActivateOuterSa: cannot create selector set

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACELOGTEST4: Log test: SEV_ERR

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKARSAPRVXCR: PKA: PkaRsaPrivXcrypt() invalid input buffer length %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKARSAPUBXCRBUFLLEN: PKA: PkaRsaPubXcrypt() invalid input buffer length %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKASK0LENCROP2: PKA: 0 length crypto operation

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKASK0LENCRYOP3: PKA: 0 length crypto operation

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKASK0LENOP: PKA: 0 length crypto operation

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKASK1STFRAGSHRT: PKA: 1st frag too short for crypto operation

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKASKDESNOTMUL82: PKA: DES/3DES data length not multiple of 8

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKASKDESNOTMULT8: PKA: DES/3DES data length not multiple of 8

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ACEPKASKNOCRNOAUTH: PKA: Can't have PKA_CRYPTONE and PKA_HMAC_NONE

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr:0x%x

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-ICPUPP22: ICMP received, let it go clear newId %d oldid %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-3-SPI_NOT_AVAIL: SPI 0x%x is not available

Explanation An error was reported by the firmware.

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

VPNSPA-4

Error Message %VPNSPA-4-ACEIPCPINGPRE: IPC ping (%s): premature ping...awaiting response to previous ping

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEIPCPINGSEQ: IPC ping (%cCPU): seq.# does not match: Expected %d, got %d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEIPCMPINGSKIP: IPC ping (%cCPU): Skipped %d times before receiving reply

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEIPCXNOBUF2: ICPU unable to allocate msg buf for Ping Reply: %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEIPCXNOBUF3: OCPU unable to allocate msg buf for Ping Reply: %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-ACEIPCXPINGNOBUF: %d srcCPU unable to allocate msg buf for Ping Reply in CB: %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-ACELOGTEST3: Log test: SEV_WARN

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-ACEPKADHRMKGIDBUSY: PkaDhRemoveKeyGroup(): DH group ID %d is busy

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACETCAMPKTNOSA: IPC payload : %x

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-ACETCAMPKTNOSP1: EarlyPkt Exit1.

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-ACETCAMPKTNOSP2: EarlyPkt Exit2.

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-ACETCAMPKTNOSP3: EarlyPkt Exit3.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEXCPUCMRESP4: XcpuCfgMonReqCallback: DataPath Stats...Can't respond to host.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEXCPUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats...Can't respond to host.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ANTIREPLAYWINDOWDEFAULT: Using default replay window for SA SPI 0x%x

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-BULKIP: Wrong type %d size:5d.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-DUMPMEM: 0x%08x: 0x%08x 0x%08x 0x%08x 0x%08x

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-EDSDEBUG: Already in map: map[0x%x] newid0x%x flags:0x%x mtu:0x%x spdid:0x%x

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-4-FIPSCHECK3: FIPS Failed Packet Comparison.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-FIPSCHECK4: FIPS Test Completed Successfully.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ICPUFRAG1: PktReasmSetAction failed.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ICPUFP10: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d proto ESP, but not SA proto!

Explanation The received packet's protocol does not match the security association (SA) protocol. The SA expects Authentication Header (AH), but the packet uses Encapsulating Security Payload (ESP).

Recommended Action Check whether the negotiated protocol matches the configured transform sets of both peers.

Error Message %VPNSPA-4-ICPUFP11: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d proto AH, but not SA proto!

Explanation The received packet's protocol does not match the SA protocol. The SA expects ESP, but the packet uses AH.

Recommended Action Check whether the negotiated protocol matches the configured transform sets of both peers.

Error Message %VPNSPA-4-ICPUPP12: IPPE says IPSec, not pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d!

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ICPUPP13: Policy check failed for pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d SA index:0x%x

Explanation The decrypted packet does not match the security policy.

Recommended Action Check whether the security policy on both peers is symmetric.

Error Message %VPNSPA-4-ICPUPP14: Pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d match deny; SA index 0x%x

Explanation Encrypted packets were received that should have been unencrypted.

Recommended Action Check whether the security policy on both peers is symmetric.

Error Message %VPNSPA-4-ICPUPP15: SecInfo 0x%x doesn't match with SA 0x%x SA index:0x%x

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

Error Message %VPNSPA-4-ICPUPP16: Inner proto %d must be IPSec but is not

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ICPUPP2: SaCheckSelectors: Illegal pkt, no valid SA

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ICPUPP3: Illegal pkt dst:%d.%d.%d.%d proto:%d spi:0x%x, no match on SA SPI 0x%x.

Explanation No matching SA was found for the received encrypted packet. This message is most likely to occur during rekeying when the inbound SA is not yet established.

Recommended Action If the message persists and packets are being lost, check whether the CPU is overloaded or the crypto engine is oversubscribed.

Error Message %VPNSPA-4-ICPUPP4: Illegal pkt dst:%d.%d.%d.%d proto:%d spi:0x%x, no match on SA dst%d.%d.%d.%d

Explanation An error was reported by the firmware.

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

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

Error Message %VPNSPA-4-ICPUPP8: Illegal clear pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d.

Explanation Clear packets were received that should have been encrypted.

Recommended Action Check whether the remote peer has a correct security policy and SA to encrypt the packets.

Error Message %VPNSPA-4-ICPUPP9: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d seq num:0x%x failed replay check last seq num:0x%x for SA:0x%x.

Explanation IPsec packets have failed the anti-replay check. A common cause is the use of QoS in your network. With QoS, lower priority packets can arrive late, missing the anti-replay check window. When this condition occurs, higher level protocols can request retransmission so that functionality is not lost. Time-sensitive protocols, such as voice traffic, might be degraded due to dropped or late packets.

Recommended Action Increase the anti-replay window size. If anti-replay checking is not needed, disable it by removing the HMAC function from the transform set.

Error Message %VPNSPA-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to delete sys IP Addr %d.%d.%d.%d

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index:0x%x

Explanation An error was reported by the firmware.

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

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

Error Message %VPNSPA-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-SINGLEIP: Wrong type %d size:%d.

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-SPDID: XcpuSetVlanSpdId: IpcAllocFailed

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-XCPURECOVERY: Error Disabling EDDE EITD DMA

Explanation An error was reported by the firmware.

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

VPNSPA-5

Error Message %VPNSPA-5-ACELOGTEST2: Log test: SEV_NOTICE

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-4-ACEPKADHGRPNTALC: PkaDhRemoveKeyGroup(): DH group ID %d not allocated

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKADHGSRBADID: PkaDhGenerateSession(): DH group ID %d not defined

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKADHGSHIDNOALL: PkaDhGenerateShared:DH session ID %d not allocated

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKADHGSRIDINUSE: PKA: PkaDhGenerateSessionInt: DH session id %ld already in use

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-5-ACEPKADHGSINVID: PKA: PkaDhGenerateSessionInt: invalid DH session id %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-5-ACEPKAINITCML: BCM5820: Initialization complete

Explanation An error was reported by the firmware.

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

Error Message %VPNPA-5-ACEPKANOBDESC: PKA: no data buffer descriptors available

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKANOMOREDHGRPS: PKA: no more DH groups available

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKAPOSTRSTDELAY: PKA: BCM5820 post reset delay

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKARESUB: BCM5820: Resubmitting crypto request

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKARESUBPK: BCM5820: Resubmitting PK request 0x%x

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKARSACKBITSNMULT: PKA: RSA key create request of %d bits not a multiple of 64

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKARSACKMAXBITS: PKA: RSA key create request of %d bits exceeds max of %d bits

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKARSACKTOOMANY: PKA: Too many RSA key create requests

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKARSARMPSEBUSYID: PKA: can't remove busy RSA private session %ld

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKARST: PKA: BCM5820 in reset

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-5-ACEPKARSTCOMPL: BCM5820: Reset complete

Explanation An error was reported by the firmware.

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

VPNSPA-6

Error Message %VPNSPA-6-ACEIPSENDMSGLOCAL: %s send msg buf (local)

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEIPSENDMSGTOOBIG: %s unable to send msg buf (msg too big)

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEIPSENDMSGTOOMANYCLIENTS: %s unable to send msg buf (client id too big)

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACELOGTEST1: Log test: SEV_INFO

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEPKAHWCNRNGT: PKA: HW RNG has duplicate data, discarding

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEPKAPKNOMCR2: PKA: no Public Key MCRs available

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEPKARNG: PKA: seed key is same as the seed, discarding

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. 0x%.8lx%.8lx; 0x%p 0x%p idx:0x%x

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEPKARNGKAT: PKA: RNG failed KAT

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEPKASKNOCRYCTXT: PKA: no Crypto CTXs available

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-6-ACEPKASKNOMCRS: PKA: no Crypto MCRs available

Explanation An error was reported by the firmware.

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

VPNSPA-7

Error Message %VPNSPA-7-ACELOGTEST0: Log test: SEV_DEBUG

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-7-ACELOGTESTA: Log test: SEV_DEBUG A

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-7-ACELOGTESTB: Log test: SEV_DEBUG B %d %s

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-7-ACESHI: git along %d %s

Explanation An error was reported by the firmware.

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

Error Message %VPNSPA-7-ACESLO: nuf said

Explanation An error was reported by the firmware.

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

VRRP Messages

This section contains Virtual Router Redundancy Protocol (VRRP) messages.

VRRP-4

Error Message %VRRP-4-BDAUTH: Bad authentication from %i, group %d, type %d

Explanation Two routers participating in Virtual Router Redundancy Protocol (VRRP) disagree on authentication.

Recommended Action Enter the **vrrp authentication** command to repair the VRRP authentication discrepancy between the local system and the system whose IP address is reported.

Error Message %VRRP-4-BADAUTHTYPE: Bad authentication from %i, group %d, type %d, expected %d

Explanation Two routers participating in VRRP disagree on the valid authentication type.

Recommended Action Enter the **vrrp authentication** command to repair the VRRP authentication discrepancy between the local system and the system whose IP address is reported.

VRRP-6

Error Message %VRRP-6-UNAVAILABLE: %s Grp %d state %s - %s

Explanation The VRRP router has changed state

Recommended Action Informational only. No action required.

VRRS Messages

Error Message %VRRS-3-ERROR: Internal error, %s

Explanation An internal software error occurred.

Recommended Action Informational only. No action required.

Error Message %VRRS-4-WARN: Internal warning, %s

Explanation An internal software warning occurred.

Recommended Action Informational only. No action required.

Error Message %VRRS-6-INFO: Internal info, %s

Explanation An internal software information message occurred.

Recommended Action Informational only. No action required.

Error Message %VRRS-6-STATE: %s

Explanation The VRRS router has changed state.

Recommended Action Informational only. No action required.

VSDA Messages

This section contains virtual switch dual-active (VSDA) messages.

VSDA-3

Error Message %VSDA-3-ADD_LTL_INDEX_AND_FPOE: Unable to add LTL index 0x%04x and program fpoe for %u/%u

Explanation An internal error occurred.

Recommended Action No action is required.

Error Message %VSDA-3-GET_IDB_FAILED: Failed to get idb for port cookie (linkchange)

Explanation An internal error occurred.

Recommended Action No action is required.

Error Message %VSDA-3-ICC_ERR: %s

Explanation A failure occurred during the intercard communications (ICC) operation.

Recommended Action No action is required.

Error Message %VSDA-3-INVALID_PROC_EVENT: Got event %d:%d

Explanation The process was awakened with an invalid event.

Recommended Action No action is required.

Error Message %VSDA-3-INVALID_TIMER: Invalid timer %d for interface %s

Explanation A timer event occurred, but the timer type was invalid.

Recommended Action No action is required.

Error Message %VSDA-3-INVALID_TIMER_TYPE: Invalid timer %d processed in %s

Explanation A timer event occurred, but the timer type was invalid.

Recommended Action No action is required.

Error Message %VSDA-3-LINK_DOWN: Interface %s is no longer dual-active detection capable

Explanation The specified link is no longer capable of detecting dual-active situations.

Recommended Action No action is required.

Error Message %VSDA-3-PKT_CREATE: Can't create packet: %s

Explanation A dual-active packet cannot be created due to the reason described.

Recommended Action No action is required.

Error Message %VSDA-3-PKT_RX: Can't process the received packet: %s

Explanation A dual-active packet cannot be processed due to the reason described.

Recommended Action No action is required.

Error Message %VSDA-3-PKT_TX: Can't send packet: %s

Explanation A dual-active packet cannot be sent due to the reason described.

Recommended Action No action is required.

Error Message %VSDA-3-PROC_CREATE_FAILED: Unable to create process

Explanation The specified process could not be created.

Recommended Action No action is required.

Error Message %VSDA-3-QUEUE_CREATE_FAILED: Unable to create watched queue

Explanation The specified watched queue could not be created.

Recommended Action No action is required.

Error Message %VSDA-3-SET_PORT_LTL_INDEX: Unable to set LTL index for port %s to 0x%x

Explanation An internal error occurred

Recommended Action No action is required.

Error Message %VSDA-3-TIMER_NULL_INTFC: NULL context for timer %d in %s

Explanation A timer event occurred, but it specified a NULL interface.

Recommended Action No action is required.

Error Message %VSDA-3-TIMER_STARTED: Timer %u on interface %s started

Explanation The specified link is now capable of detecting dual-active situations.

Recommended Action No action is required.

Error Message %VSDA-3-TX_THREAD_FAILURE: Thread %u: %s

Explanation This is a general thread error message.

Recommended Action No action is required.

Error Message %VSDA-3-VSDA_SCP_BAD_STATUS: SCP operation ([chars]) return status [dec]

Explanation A non-blocking SCP operation of the specified type failed for dual-active fast-hello on a line card

Recommended Action No action is required.

Error Message %VSDA-3-VSDA_SCP_PAK_FAIL: Unable to get SCP packet for opcode [dec], operation [dec]

Explanation Packet allocation failed for sending an SCP message to do the specified operation

Recommended Action No action is required.

Error Message %VSDA-3-VSDA_SCP_SEND_FAIL: Unable to send SCP message for opcode [dec], operation subop [dec]

Explanation Packet send failed for the SCP message to perform the specified operation

Recommended Action No action is required.

VSDA-5

Error Message %VSDA-5-LINK_UP: Interface %s is now dual-active detection capable

Explanation The specified link is now capable of detecting dual-active situations.

Recommended Action No action is required.

VSEC Messages

This section contains VLAN security violation messages.

VSEC-4

Error Message %VSEC-4-VLANACCESSLOGRF: FAILED to set VACL-LOG rate limiter. Is strongly suggested to rate limit when using this feature

Explanation The configuration for the VACL logging rate limiter has failed.

Recommended Action Determine the rate limiter usage, free some resources if possible, and then try to set the rate limiter again.

Error Message %VSEC-6-VLANACCESSLOGAP: vlan %d (port %d/%d) denied arp ip %i - %i, %d packet%s

Explanation A packet from the given vlan and physical port matching the vacl log criteria was detected.

Recommended Action No action is required.

Error Message %VSEC-6-VLANACCESSLOGDP: vlan %d (port %d/%d) denied icmp %i - %i (%d/%d), %d packet%s

Explanation A packet from the given vlan and physical port matching the vacl log criteria was detected.

Recommended Action No action is required.

Error Message %VSEC-6-VLANACCESSLOGNP: vlan %d (port %d/%d) denied ip protocol=%d %i - %i, %d packet%s

Explanation A packet from the given vlan and physical port matching the vacl log criteria was detected.

Recommended Action No action is required.

Error Message %VSEC-6-VLANACCESSLOGP: vlan %d (port %d/%d) denied %s %i(%d) - %i(%d), %d packet%s

Explanation A packet from the given vlan and physical port matching the vacl log criteria was detected.

Recommended Action No action is required.

Error Message %VSEC-6-VLANACCESSLOGRP: vlan %d (port %d/%d) denied igmp %i - %i (%d), %d packet%s

Explanation A packet from the given vlan and physical port matching the vacl log criteria was detected.

Recommended Action No action is required.

VS_GENERIC Messages

This section contains virtual switch (VS) messages.

VS_GENERIC-1

Error Message %VS_GENERIC-1-VS_HA_PS_NOT_SUPPORTED: Chassis Standby is not supported in the current release. Forcing the chassis standby in switch [dec] slot [dec] to drop to rommon

Explanation The chassis standby function is not supported in this release.

Recommended Action No action is required.

Error Message %VS_GENERIC-1-VS_HA_PS_RUNNING_LEGACY_IMAGE: Chassis Standby in switch [dec] slot [dec] is running non Virtual Switch image. Please remove the chassis standby.

Explanation The standby chassis is running an image that does not support virtual switch.

Recommended Action Remove the standby chassis.

VS_GENERIC-3

Error Message %VS_GENERIC-3-VS_ADD_VSL_ENTRY_FAILED: Add VSL configured port for vslot [int] port [int] failed. Exceed port member count limit.

Explanation An attempt to add an entry for (vslot, port) to the VSL configured port list failed because the port member count limit was 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %VS_GENERIC-3-VS_BOOLEAN_CREATE_FAILED: Unable to create watched boolean "[chars]"

Explanation The creation of the specified watched boolean failed.

Recommended Action No action is required.

Error Message %VS_GENERIC-3-VS_ENQUEUE_FAILED: Unable to enqueue to [chars] queue

Explanation An internal error occurred that prevented a message from being enqueued to the specified process. The packet was dropped.

Recommended Action No action is required.

Error Message %VS_GENERIC-3-VS_ICC_PAK_FAIL: Unable to get ICC packet for opcode [dec], operation [dec]

Explanation A packet allocation failed for sending an ICC message to do the specified 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VS_GENERIC-3-VS_ICC_RESP_PAK_NULL: Failed to obtain response packet

Explanation The response packet pointer is NULL. This could be due to an insufficient memory condition on the response packet sending side or to a failure to get an IPC message on the receiving side.

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

Error Message %VS_GENERIC-3-VS_NO_PAGP_CHANNEL_HWIDB: No PAgP channel hwidb for PAgP group [dec]

Explanation An internal error occurred. Port Aggregation Protocol (PAgP) could not find the hardware interface descriptor block (IDB) for this channel group.

Recommended Action No action is required.

Error Message %VS_GENERIC-3-VS_PROC_CREATE_FAILED: Unable to create process "[chars]"

Explanation The creation of the specified process failed.

Recommended Action No action is required.

Error Message %VS_GENERIC-3-VS_QUEUE_CREATE_FAILED: Unable to create queue "[chars]"

Explanation The creation of the specified queue failed.

Recommended Action No action is required.

Error Message %VSL-3-VSL_PROC_ARGS_FAILED: Unable to process arguments "[chars]"

Explanation The processing of the specified arguments failed.

Recommended Action No action is required.

VS_GENERIC-5

Error Message %VS_GENERIC-5-VS_CONFIG_DIRTY: Configuration has changed. [chars]

Explanation An attempt to reload was ignored due to a configuration change.

Recommended Action No action is required.

VSL Messages

This section contains virtual switch link (VSL) messages.

VSL-2

Error Message %VSL-2-VSL_STATUS: -===== VSL is [chars] =====

Explanation The VSL status has changed to active (up) or inactive (down).

Recommended Action No action is required.

VSL-3

Error Message %VSL-3-PRE_PEER_COMM_TIMEOUT: A timeout occurred while waiting for vsl_pre_peer_comm_op_done

Explanation All applications failed to respond within the specified time. Operation is continuing.

Recommended Action No action is required.

Error Message %VSL-3-TROUBLESHOOT: Structure type [int]: [chars]

Explanation The specified structure could not be created to save VSL troubleshooting information when VSL goes down.

Recommended Action No action is required.

Error Message %VSL-3-VSL_ICC_PAK_FAIL: Unable to get ICC packet for opcode [dec], operation [dec]

Explanation Packet allocation failed for sending an ICC message to do the specified operation.

Recommended Action No action is required.

Error Message %VSL-3-VSL_ICC_SEND_FAIL: Unable to send ICC message for opcode [dec], operation subop [dec]

Explanation Packet send failed for the ICC message to perform the specified operation.

Recommended Action No action is required.

Error Message %VSL-3-VSL_INST_CREATE_FAIL: Failed to create VSLP instance for VSL

Explanation Unable to create a VSLP instance for VSL.

Recommended Action No action is required.

Error Message %VSL-3-VSL_INTERNAL_ERROR: [chars], port [dec]/[dec]

Explanation An internal error occurred.

Recommended Action No action is required.

Error Message %VSL-3-VSL_INVALID_PROC_EVENT: Got event [dec]:[dec]

Explanation An invalid event activated the process.

Recommended Action No action is required.

Error Message %VSL-3-VSL_INVALID_TIMER_CTXT: NULL or invalid timer context

Explanation A timer expiration event was received with NULL or invalid context information.

Recommended Action No action is required.

Error Message %VSL-3-VSL_INV_PORT_STATUS_CHANGE: Link status change ([chars]) on non-VSL port [dec]/[dec]

Explanation A link status change was detected on a port that is not a VSL member.

Recommended Action No action is required.

Error Message %VSL-3-VSL_KEYSTORE_ACCESS: VSL keystore access failed during %s

Explanation Unable to read the keystore or keystore is empty

Recommended Action Provision the Virtual Switch Link PMK with the **switch pmk** Privileged Exec command.

Error Message %VSL-3-VSL_MAX_PORTS: Cannot configure more than [dec] ports

Explanation A port could not be added to the VSL because the maximum number of ports in the VSL has been reached.

Recommended Action No action is required.

Error Message %VSL-3-VSL_MODE_BAD_STATUS: VSL-mode programming ([dec]) returned status [dec]

Explanation A VSL-mode operation of the specified type failed on a VSL line card.

Recommended Action No action is required.

Error Message %VSL-3-VSL_PORT_CFG_MOD_OFFLINE: Module [dec] offline when port [dec] added to VSL

Explanation A port was added to the VSL when the corresponding line card was offline.

Recommended Action No action is required.

Error Message %VSL-3-VSL_PROC_CREATE_FAILED: Unable to create process "[chars]"

Explanation The specified process could not be created for an unknown reason.

Recommended Action No action is required.

Error Message %VSL-3-VSL_REGISTRY_ADD_FAIL: [chars] registry addition failed

Explanation An addition to the given registry failed during initialization.

Recommended Action No action is required.

Error Message %VSL-3-VSL_RESERVED_LTL_FAIL: Unable to allocate reserved LTL indices

Explanation Platform-VSLP for VSL uses a number of reserved Local Target Logic (LTL) indices allocated by the LTL Manager. Because this allocation failed, the system can no longer function.

Recommended Action No action is required.

Error Message %VSL-3-VSL_ROLE_RES_BOOL_FAIL: Unable to create watched boolean for role resolution

Explanation A watched boolean for role resolution could not be created.

Recommended Action No action is required.

Error Message %VSL-3-VSL_SCP_BAD_STATUS: SCP operation ([chars]) return status [dec]

Explanation A nonblocking SCP operation of the specified type. failed on a VSL line card

Recommended Action No action is required.

Error Message %VSL-3-VSL_SCP_BLK_SEND_FAIL: [chars] for SCP opcode [dec], subopcode [dec]

Explanation Failed to do the specified operation when sending the specified SCP message through a blocking call.

Recommended Action No action is required.

Error Message %VSL-3-VSL_SCP_FAIL: SCP operation failed

Explanation A nonblocking SCP operation failed on a VSL line card.

Recommended Action No action is required.

Error Message %VSL-3-VSL_SCP_PAK_FAIL: Unable to get SCP packet for opcode [dec], operation [dec]

Explanation Packet allocation failed for sending an SCP message to do the specified operation.

Recommended Action No action is required.

Error Message %VSL-3-VSL_SCP_SEND_FAIL: Unable to send SCP message for opcode [dec], operation subop [dec]

Explanation Packet send failed for the SCP message to perform the specified operation.

Recommended Action No action is required.

Error Message %VSL-3-VSL_UNCFG_BAD_PORT: Unconfigure on non-VSL port [dec]/[dec]

Explanation An attempt was made to unconfigure a port from the VSL, but the port is not part of the VSL.

Recommended Action No action is required.

Error Message %VSL-3-VSL_UNCFG_FAILED: Unconfigure on VSL port [dec]/[dec] failed: [chars]

Explanation While unconfiguring a VSL port, the specified operation failed.

Recommended Action No action is required.

VSL-5

Error Message %VSL-5-VSL_CNTRL_LINK: New VSL Control Link [chars]

Explanation A new VSL control link was detected on a VSL line card.

Recommended Action No action is required.

VSL_BRINGUP Messages

This section contains virtual switch link (VSL) bringup messages.

VSL_BRINGUP-3

Error Message %VSL_BRINGUP-3-MODULE_DOWN: Failed to bring up VSL module in slot [dec] switch [dec]. [chars]

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

Error Message %VSL_BRINGUP-3-NO_MODULE_UP: Failed to bring up any VSL modules on switch [dec]

Explanation An attempt to bring up any VSL line cards or supervisor engines failed due to 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VSL_BRINGUP-3-PROC_CREATE_FAILED: Unable to create process "[chars]"

Explanation The creation of the specified process failed.

Recommended Action No action is required.

Error Message %VSL_BRINGUP-3-VS_OVERSUB_MODECHANGE_FAIL: Switching mode failed on Switch %d module %d port-group %d

Explanation The VSL bringup process was unable to change the switching mode of the indicated 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

VSL_BRINGUP-6

Error Message %VSL_BRINGUP-6-MODULE_UP: VSL module in slot [dec] switch [dec] brought up

Explanation The specified VSL module was brought up successfully.

Recommended Action No action is required.

Error Message %VSL_BRINGUP-6-NOT_VS_CAPABLE_EARL: Supervisor card does not have Virtual Switch capable EARL daughter board

Explanation The supervisor engine card does not have an EARL daughterboard capable of running in virtual switch mode. An EARL 7.5 or above is required.

Recommended Action Use a supported supervisor engine card for a virtual switch system.

Error Message %VSL_BRINGUP-6-PREEMPT_DISABLED: Preemption suppressed due to first time VS conversion

Explanation A higher priority standby switch will not preempt a lower priority active switch when a virtual switch (VS) system is converted for the first time from a standalone configuration.

Recommended Action Use the **switch accept mode virtual** command to merge the standby VSL configuration first. Then, if desired, use the **redundancy force-switchover** command to make the other switch active.

Error Message %VSL_BRINGUP-6-SUP720_VS_NOT_SUPPORT: No support for Virtual Switch on SUP720. Booting up in Standalone mode

Explanation The Supervisor Engine 720 is virtual switch capable. However, Cisco does not officially support virtual switch mode on the Supervisor Engine 720.

Recommended Action No action is required.

VSLP Messages

This section contains Virtual Switch Link Protocol (VSLP) messages.

VSLP-2

Error Message %VSLP-2-VSL_DOWN: [chars]

Explanation VSL status changed to DOWN. More detail is provided in the message.

Recommended Action No action is required.

VSLP-3

Error Message %VSLP-3-ICC_ERR: [chars]

Explanation A failure occurred during the inter-card communications (ICC) operation.

Recommended Action No action is required.

Error Message %VSLP-3-ISSU_ERROR: %s

Explanation The virtual switch link protocol (VSLP) was unable to perform an ISSU operation.

Recommended Action No action is required.

Error Message %VSLP-3-PKT: VSLP packet error: [chars]

Explanation A VSLP packet error occurred for the reason described.

Recommended Action No action is required.

Error Message %VSLP-3-PKT_CREATE: Can't create packet: [chars]

Explanation A VSLP packet cannot be created due to the reason described.

Recommended Action No action is required.

Error Message %VSLP-3-PKT_RX: Can't process the received packet: [chars]

Explanation A VSLP packet cannot be processed due to the reason described.

Recommended Action No action is required.

Error Message %VSLP-3-PKT_TX: Can't send packet: [chars]

Explanation A VSLP packet cannot be sent due to the reason described.

Recommended Action No action is required.

Error Message %VSLP-3-REGISTRY_ADD_ERR: Failure in adding to [chars] registry

Explanation A function could not be added to the registry.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_ERR_MSG: [chars]

Explanation The VSLP role resolution protocol detected an error.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_INSTANCE_OUT_OF_BOUNDS: Instance value [dec] is outside the expected range

Explanation The instance value received is out of bounds.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_INVALID_INSTANCE: Instance value [dec] is invalid

Explanation The instance value received corresponds to an invalid instance.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_MEMORY_ALLOC_ERR: (Instance:[dec], Peer:[dec]): No memory available for [chars]

Explanation The VSLP could not obtain the requested memory.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_PEER_INFO_ERR: (Instance:[dec], Peer:[dec]): Peer [chars]

Explanation The role resolution protocol has encountered an error associated with this peer.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_PEER_INSTANCE_ERROR: (Instance:[dec], Peer:[dec], Up:[dec], Valid:[dec], Switch:[dec], Role:[chars], PeerRole:[chars]): [chars]

Explanation An error occurred pertaining to the instance and peer group specified.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_PEER_SUP_PSLOT_ERR:
save_rrp_tlv_data->peer_sup_pslot:[int], my_sup_pslot:[int]

Explanation The role resolution protocol detected a difference in the peer supervisor engine pslot.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_RESERVED_PEER_ERR: (Instance:[dec], Peer:[dec]):
Reserved peer [dec] [chars]

Explanation The role resolution protocol has detected an error related to the reserved peer.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_SESSION_ID_ERR: (Instance:[dec], Peer:[dec]): Session id
mismatch. Expected [dec], got [dec]

Explanation The VSLP role resolution protocol has detected a session ID mismatch.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_SLOT_PORT_ERR: (Slot:[dec], Port:[dec]): [chars]

Explanation The role resolution protocol has detected an error related to the specified slot and port.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_TIMER_CREATE_FAIL: (Instance:[dec], Peer:[dec]): Unable
to create RRP timer

Explanation The role resolution protocol was unable to create a timer for the specified instance and peer.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_UNEXPECTED_ROLE: Unexpected roles. Local role = [chars],
Peer role = [chars]

Explanation The role resolution protocol has encountered inconsistent role information.

Recommended Action No action is required.

Error Message %VSLP-3-RRP_VALUE_ERR: [chars]: [dec]

Explanation The role resolution protocol has encountered an unknown value.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_BOOLEAN_CREATE_FAILED: Unable to create watched boolean "[chars]"

Explanation The specified watched boolean could not be created.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_INST_INVALID_CAP: Invalid capability [dec] for VSLP instance [dec]

Explanation A VSLP capability was requested that is beyond the current list of supported capabilities.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_INST_OUT_OF_RANGE_CREATE: Cannot create VSLP instance [dec]

Explanation A VSLP instance could not be created for the switch ID because it is not within the acceptable range.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_INST_OUT_OF_RANGE_DESTROY: Cannot destroy VSLP instance [dec]

Explanation The given VSLP instance could not be destroyed because it is not within the acceptable range.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_DOMAIN_MISMATCH: Domain ID in probe packet from peer %d is not the same as local Domain ID %d. The packet was dropped.

Explanation The virtual switch domain ID in a probe packet from the peer is not the same as the local domain ID. The packet was dropped.

Recommended Action Investigate and correct this misconfiguration.

Error Message %VSLP-3-VSLP_LMP_FAIL_REASON: [chars]: [chars]

Explanation This message displays the reason for a link to leave the LMP operational state.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_FLAG_SET: Incorrect flag value (0x%x) on port %d/%d

Explanation The system detected an unexpected value for the flag field of a VSL link. This condition is caused by 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 vslp lmp summary**, and **show vslp lmp fsm** commands and your pertinent troubleshooting logs.

Error Message %VSLP-3-VSLP_LMP_FSM_INVALID_TIMER: Invalid timer [dec] for port [dec]/[dec] in [chars] operation

Explanation A timer event occurred, but the timer type was invalid.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_FSM_NULL_CTXT: NULL context for FSM action [chars]

Explanation An FSM action routine was invoked, but with a NULL context argument.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_FSM_TIMER_BAD_CTXT: Invalid or NULL context for timer [dec] in [chars] operation

Explanation A timer event occurred, but the FSM infrastructure passed to the handler a context pointer that is currently not in use or is NULL.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_INVALID_PROC_EVENT: Got event [dec]:[dec]

Explanation An invalid event woke up the process.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_MAX_PGS: Cannot create more than [dec] LMP peer groups

Explanation The number of LMP peer groups has reached the maximum per-LMP instance.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_MAX_PORTS: Cannot configure more than [dec] ports

Explanation LMP could not be configured on a port because the maximum number of ports per-LMP instance has been reached.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_PG_CREATE_FAIL: Unable to create PG ([enet]:[dec]) for port [dec]/[dec]

Explanation The peer group could not be created for the given port. This port is the first port connected to this peer to move into the operational state.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_PG_GET_FAIL: Unable to get PG (%e) for port %d/%d

Explanation The system was unable to get the peer group for the given port.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_PG_INCONSISTENT: PG [enet]:[dec] should have [dec] links, but none found

Explanation A link has left a peer group that seems to have more links, but no other links were found.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_PG_NO_CTRL_LINK: No control link for preferred PG [dec]

Explanation A peer group with no control link has been set as the preferred peer group.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_PG_OUT_OF_RANGE: Peer group [dec] is out of range

Explanation A peer group has been passed to an API that is out of range.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_RX_BAD_FIRST_TLV: Bad first TLV ([dec]) in received packet on port [dec]/[dec]

Explanation The received LMP packet was dropped because its first type-length value (TLV) was not a Probe TLV or a Hello TLV.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_RX_BAD_INTERFACE: Incorrect port [dec]/[dec] for received packet

Explanation A received LMP packet was dropped because it had incorrect received packet information. The LMP packet may have been received from an interface on which VSLP is not enabled.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_RX_BAD_TLV_COUNT: Bad TLV count in received packet ([dec])

Explanation A received LMP packet was dropped because it had an incorrect number of type-length values (TLVs). This includes the case where no TLVs are received.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_RX_PLATFORM_REJECT: Platform TLV rejected for received [chars] packet

Explanation A received LMP packet was dropped because one or more platform type-length values (TLVs) were rejected.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_RX_QUEUE_FAIL: Unable to enqueue received packet for processing

Explanation An internal error occurred that prevented a packet from being enqueued to the packet processing queue. The packet was dropped.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_RX_XFORM: Failed to transform received %s packet

Explanation An ISSU transformation failed on the received packet. The packet was dropped

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_LMP_SAME_SWITCH_ID: Switch id in probe packet is the same as the local switch id %d. The packet was dropped.

Explanation The switch ID in a probe packet from the peer is the same as the local switch ID. The packet was dropped.

Recommended Action Investigate and correct this misconfiguration

Error Message %VSLP-3-VSLP_NULL_ENTRY: Null [chars] entry in [chars] operation

Explanation A NULL entry was passed in the specified operation.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_PROC_CREATE_FAILED: Unable to create process "[chars]"

Explanation The specified process could not be created due to unknown reasons.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_QUEUE_CREATE_FAILED: Unable to create watched queue "[chars]"

Explanation The specified watched queue could not be created due to unknown reasons.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_REGISTRY_ADD_FAIL: [chars] registry addition failed

Explanation The given registry addition failed during initialization.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_THREAD_CREATE_FAILURE: tid %u/intvl %u: %s

Explanation VSLP transmit thread creation failed for the specified reason.

Recommended Action No action is required.

Error Message %VSLP-3-VSLP_THREAD_FAILURE: tid %u: %s

Explanation A general VSLP transmit thread failure occurred for the specified reason.

Recommended Action No action is required.

VSLP-4

Error Message %VSLP-4-ASIC_DUMP: [chars]

Explanation The VSL physical link is up and the role was not resolved in RRP.

Recommended Action No action is required.

Error Message %VSLP-4-VSL_PREEMPT_TIMER: Preempt timer configured to [dec] minutes. Standby will takeover as active in [dec] minute(s)

Explanation The preempt timer is configured on the standby unit. The standby unit will become active after the timer expires.

Recommended Action No action is required.

VSLP-5

Error Message %VSLP-5-RRP_ACTIVE_PEER_DOWN: Communication to active peer went down. Triggering switchover...

Explanation The role resolution protocol has received an indication that communication with the active peer has gone down. This condition will trigger a switchover.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_RT_CFG_CHG: Configured [chars] value is different from operational value. Change will take effect after config is saved and switch [dec] is reloaded.

Explanation Role resolution protocol configuration changes by user

Recommended Action No action is required.

Error Message %VSLP-5-RRP_MSG: [chars]

Explanation A role resolution protocol event was received.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_NO_PEER: No VSLP peer found. Resolving role as Active

Explanation Because VSLP could not communicate with any peer, it will boot up as active.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_PEER_TIMEOUT: VSLP peer timer expired without detecting peer. Resolving role as Active

Explanation Because the role resolution protocol could not communicate with any peer before the peer timer expiry, it will boot up as active.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_PREEMPT: [chars]
 Switch [int]: Priority [int]: Preempt [chars]
 Switch [int]: Priority [int]: Preempt [chars]

Explanation Displays preemption configuration.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_PREEMPT_IGNORE: %s

Explanation The preemption configuration is ignored due to unsaved configurations.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_ROLE_RESOLVED: Role resolved as [chars] by VSLP

Explanation The role resolution protocol has communicated with a peer and has resolved its role.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_RT_CFG_CHANGE: [chars]

Explanation The role resolution protocol configuration has been changed by a user.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_UNSAVED_CONFIG: Ignoring system reload since there are unsaved configurations.
 Please save the relevant configurations

Explanation The role resolution protocol received an indication that the system must be reloaded due to a role change from active to standby. No reload will occur because unsaved configurations exist and would be lost.

Recommended Action No action is required.

Error Message %VSLP-5-RRP_WR_MEM_PROGRESS: Ignoring system reload since config save operation is in progress. Please wait till the configs are saved

Explanation The role resolution protocol (RRP) received an indication that a system reload is required due to a role change from active to standby. Since a configuration save operation is in progress, the system will not be reloaded.

Recommended Action No action is required.

Error Message %VSLP-5-VSL_UP: [chars]

Explanation VSL status has changed to UP, with more details provided in message.

Recommended Action No action is required.

VSLP-6

Error Message %VSLP-6-ACTIVE: [chars]

Explanation Displays the state of the virtual switch active supervisor engine.

Recommended Action No action is required.

Error Message %VSLP-6-STANDBY: [chars]

Explanation Displays the state of the virtual switch standby supervisor engine.

Recommended Action No action is required.

VSLP_ISSU Messages

This section contains Virtual Switch Link Protocol (VSLP) in-service software upgrade (ISSU) messages.

VSLP_ISSU-3

Error Message %VSLP_ISSU-3-CAP_RESULT_INCOMPAT: VSLP ISSU client capability exchange result incompatible.

Explanation Based on the results of the capability exchange, the VSLP ISSU client is not compatible with 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

Error Message %VSLP_ISSU-3-INIT: VSLP ISSU client initialization failed at %s, error %s

Explanation The VSLP ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VSLP_ISSU-3-INTERNAL: An internal error occurred: %s

Explanation A software error occurred during the specified operation.

Recommended Action No action is required.

Error Message %VSLP_ISSU-3-INVALID_PROC_EVENT: Got event %d:%d

Explanation The process was awakened with an invalid event.

Recommended Action No action is required.

Error Message %VSLP_ISSU-3-ISSU_ERROR: %s failed with error code %d for peer %e

Explanation An ISSU application program interface (API) was unable to perform an operation for the VSLP layer. The message includes the error code from the ISSU 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show issu fsm** commands and your pertinent troubleshooting logs.

Error Message %VSLP_ISSU-3-MSG_NOT_OK: VSLP ISSU client message %s is not compatible

Explanation The VSLP ISSU client received an incompatible message from the peer unit. Since the message is not compatible, it cannot be processed by this unit.

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

Error Message %VSLP_ISSU-3-NEGO_FAILED: VSLP ISSU start nego session with peer %e with error code %s

Explanation The VSLP ISSU could not start its negotiation 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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**, and **show issu fsm** commands and your pertinent troubleshooting logs.

Error Message %VSLP_ISSU-3-NULL_ENTRY: Null %s entry in %s

Explanation A NULL entry was passed in the specified operation.

Recommended Action No action is required.

Error Message %VSLP_ISSU-3-PROC_CREATE_FAILED: Unable to create process

Explanation The specified process could not be created.

Recommended Action No action is required.

Error Message %VSLP_ISSU-3-QUEUE_CREATE_FAILED: Unable to create watched queue

Explanation The specified watched queue could not be created.

Recommended Action No action is required.

Error Message %VSLP_ISSU-3-RX_BAD_INTERFACE: Incorrect port %d/%d for received packet

Explanation A VSLP ISSU packet was received that contains incorrect received packet info. This VSLP ISSU packet may have been received from an interface on which VSLP is not enabled. The packet was dropped.

Recommended Action No action is required.

Error Message %VSLP_ISSU-3-RX_QUEUE_FAIL: Unable to enqueue received packet for processing

Explanation An internal error occurred that prevented a packet from being enqueued to the packet processing queue for processing. The packet was dropped.

Recommended Action No action is required.

Error Message %VSLP_ISSU-3-SEND_FAILED: VSLP ISSU client failed to send a negotiation message

Explanation The VSLP ISSU client could not send a session negotiation message to the peer. When a problem occurs in the negotiation, the peer switch unit cannot be brought up as standby, resulting in two active switches in 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %VSLP_ISSU-3-SESSION: VSLP ISSU client %s

Explanation The VSLP ISSU client detected an error during a session negotiation with the peer unit. As a result, the peer switch cannot be brought up as standby and two switches will be active in 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with 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 %VSLP_ISSU-3-TRANSFORM: VSLP ISSU client %s transform failed for %s message, error %s

Explanation The VSLP ISSU client could not transform the message. If the transmit transformation failed, the VSLP message cannot be sent to the standby unit. If the receive transformation failed, the VSLP message cannot be processed on the standby unit. In either case, the VSLP ISSU client state will not be identical with the active unit.

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

VS_MERGE Messages

VS_MERGE-3

Error Message %VS_MERGE-3-SAME_ACT_STDBY_PO: Invalid configuration - standby VSL port channel number [int] is same as active VSL port channel. Auto-merge process is aborted.

Explanation This is an invalid configuration. Active and standby must use different VSL port channel numbers. Auto-merge process is aborted. If this situation happens, standby switch will come up in RPR mode.

Recommended Action Use different port channel numbers for active and standby VSL port channels and its members. This change can be done by bringing down all VSL links so that standby switch comes up as active switch. Then enter configuration mode and make changes to use different VSL port channel number for local VSL port members. Once completed, reload this switch to start auto-merge procedure again.

VS_MERGE-4

Error Message %VS_MERGE-4-STDBY_VSL_PO_EXIST: Overwriting existing port channel [int] with standby VSL port channel

Explanation There exists a port channel that uses the same channel number as standby VSL port channel. Overwrite the existing port channel configuration with standby VSL port channel configuration.

Recommended Action If the existing port channel configuration is required, then reconfigure the port channel and its related configuration with a different port channel number

VS_MERGE-6

Error Message %VS_MERGE-6-SAVE_MERGED_CFG: Saving merged configuration...

Explanation The merged configuration is being copied to startup-config.

Recommended Action No action is required.

VS_MOD_PROV Messages

This section contains virtual switch module provisioning messages.

VS_MOD_PROV-3

Error Message %VS_MOD_PROV-3-AUTO_ADD_SLOT_FAILED: Auto module provision add failed for chassis [dec] slot [dec]

Explanation A call to add module provisioning information to a red-black tree (RBTree) has failed.

Recommended Action No action is required.

Error Message %VS_MOD_PROV-3-AUTO_REM_SLOT_FAILED: Auto module provision remove failed for chassis [dec] slot [dec]

Explanation Remove module provisioning slot information failed.

Recommended Action Reproduce the issue after execute 'debug switch virtual ridprom all' CLI on both active RP and SP before bringing up standby chassis. Collect the debug trace information from console.

Error Message %VS_MOD_PROV-3-ICC_PAK_NULL: Pak pointer for icc msg is NULL

Explanation An ICC packet buffer pointer could not be obtained.

Recommended Action No action is required.

Error Message %VS_MOD_PROV-3-MSGBUF_PTR_NULL: Data buffer pointer is NULL

Explanation A message or data buffer pointer could not be obtained.

Recommended Action No action is required.

Error Message %VS_MOD_PROV-3-MTU_ZERO: MTU size is zero due to ISSU session negotiation failure.

Explanation ISSU return negotiated message size equal to zero for this session. Most likely, there is an issue with IPC transport mechanism that causes ISSU negotiated message to time out.

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 %VS_MOD_PROV-3-NO_AUTO_PROV_PROC: Unable to create VS Auto Module Prov process.

Explanation The virtual switch automatic module provisioning process could not be created.

Recommended Action No action is required.

Error Message %VS_MOD_PROV-3-NO_AUTO_PROV_WB: Unable to create watched boolean(s).
vs_auto_prov_add_wb = , vs_auto_prov_ha_wb =

Explanation The specified watched booleans could not be created.

Recommended Action No action is required.

Error Message %VS_MOD_PROV-3-SEND_PROV_DATA_FAILED: Sending of module provision info to ACTIVE failed.

Explanation The ICC sending of module provisioning information from the standby module to the active module failed.

Recommended Action No action is required.

VSPA Messages

This section contains VPN Services Port Adapter (VSPA) messages.

VSPA-3

Error Message %VSPA-3-FIPSEERROR: FIPS POST Failed.

Explanation The power-on self test (POST) failed. The crypto engine is 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %VSPA-3-HARDWARE_ERR: WS-IPSEC-3 Error: %s

Explanation A hardware error occurred on the WS-IPSEC-3, causing an interrupt. The module will automatically reload in the case of an unrecoverable error.

Recommended Action Copy the error message (and any recent error messages) as it appears on the console. In case of a WS-IPSEC-3 crash, collect the crashinfo file from the sup-bootdisk. Contact your Cisco technical support representative and provide the gathered information.

VSPA-4

Error Message %VSPA-4-FIPS_CRNG_NOTIFY: Same Random Number was generated twice in succession!

Explanation The same random number was generated twice in succession.

Recommended Action No action is required.

VSPA-5

Error Message %VSPA-5-FIPSNOTIFY: FIPS POST Successful.

Explanation The power-on self test (POST) succeeded.

Recommended Action No action is required.

Error Message %VSPA-5-ILLEGALCLEAR: Illegal Clear Packet: Src =%u.%u.%u.%u, Dst =%u.%u.%u.%u, Proto =%u

Explanation An unexpected clear (unencrypted) packet was received from the WAN.

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

Error Message %VSPA-5-REPLAYERR: Replay Error: Current Seq. No. =%u, Highest Seq No. =%u

Explanation A replay error was detected on IPsec inbound processing.

Recommended Action Make sure the IPSec packets are not being reordered in the network, such as by a QoS process.

Error Message %VSPA-5-SELCHECKERR: Selector Check Error: Src =%u.%u.%u.%u, Dst =%u.%u.%u.%u, Proto =%u, saidx =%u

Explanation A packet was received that did not fall within the appropriate selector range.

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

Error Message %VSPA-5-SEQOVERFLOW: Sequence number overflow: Src =%u.%u.%u.%u, Dst =%u.%u.%u.%u, Proto =%u, saidx =%u

Explanation The sequence number in the security association has overflowed.

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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

VS_PARSE Messages

This section contains virtual switch (VS) messages.

VS_PARSE-3

Error Message %VS_PARSE-3-ALLOC_ICC_PAK_FAIL: Unable to allocate memory for ICC packet

Explanation A packet allocation failed for sending an ICC message to do the specified operation.

Recommended Action No action is required.

Error Message %VS_PARSE-3-CONFIG_MISMATCH: [chars]

Explanation The VSL configuration in the standby module's configuration differs from either the active module's startup configuration or the active module's running configuration.

Recommended Action Use the **show switch virtual redundancy config-mismatch** command to display the mismatch configuration. If the standby configuration differed from the active's startup configuration or the active's running configuration, you must fix the discrepancy in VSL configuration between the active and standby switch. Then, enter a **write mem** command to update the standby's startup configuration and reload the standby.

Error Message %VS_PARSE-3-MISMATCH: %s

Explanation Configuration mismatches were detected between the active and standby units in either the running configuration, the startup configuration, or the EARL operating mode.

Recommended Action Enter the **show switch virtual redundancy mismatch** command to display the mismatch. Correct any discrepancy in the VSL configuration between the standby switch's configuration and the active switch's startup configuration or running configuration. Correct any discrepancy in the EARL operating mode between the standby switch's configuration and the active switch's configuration. Enter the **write mem** command and reload the standby switch.

Error Message %VS_PARSE-3-VS_HWSB_CREATE_FAIL: Unable to create VS HW SB for vslot [int], port [int]

Explanation An attempt to create a virtual switch hardware standby has failed due to unknown reasons. During virtual switch mode conversion, the standby VSL port would flap when attempting to reconfigure the port on the active. It is recommended to have at least two physical links for a virtual switch mode conversion attempt in order to avoid a dual active scenario due to this error.

Recommended Action No action is required.

VS_PARSE-4

Error Message %VS_PARSE-4-CONFIG_WARNING: %s: %d

Explanation Errors were detected while parsing the virtual switch (VS) configuration. The switch will be in standalone mode with a switch number setting.

Recommended Action If the VS conversion process is successful in bringing up virtual switch mode, no action is required. If the process fails, check the VS configuration.

Error Message %VS_PARSE-4-NO_VSL_CONFIG: No VSL interface is configured

Explanation There are no VSL interfaces configured. This switch cannot communicate with the other switch to form the virtual switch.

Recommended Action No action is required.

Error Message %VS_PARSE-4-SWITCH_NUM: %s: %d

Explanation A valid ROMMON variable SWITCH_NUMBER must be configured before the switch can be brought up as a virtual switch.

Recommended Action Configure a valid SWITCH_NUMBER in ROMMON.

VS_QOS_ACL Messages

This section contains virtual switch QoS ACL messages.

VS_QOS_ACL-3

Error Message %VS_PORT_QOS_ACL-3-PIDX_BASE_MSG_FAILED: Setting of PIDX_BASE to value [hex] failed

Explanation A message from the TCAM application to set the Tycho's PDIX_BASE has failed.

Recommended Action No action is required.

VTSP Messages

This section contains Voice Telephony Service Provider (VTSP) messages.

VTSP-3

Error Message %VTSP-3-UNAVAILABLE: vtsp_do_call_history: %s

Explanation Allocate or insert an active VTSP call record into call history list failed.

Recommended Action No action is required.

Error Message %VTSP-3-UNAVAILABLE: %s

Explanation Internal Finite State Machine Error.

Recommended Action Contact your technical support representative, include the full text of the error message.

Error Message %VTSP-3-UNAVAILABLE: Call can't be hairpinned. cdb 0x%x, dst_cdb 0x%x, dst_call_id %d

Explanation A DSP-less call could not be hairpinned.

Recommended Action Check the dial-peer configuration.

Error Message %VTSP-3-UNAVAILABLE: Call hairpinning failed. cdb 0x%x, dst_cdb 0x%x, dst_call_id %d

Explanation A DSP-less call could not be hairpinned.

Recommended Action Under heavy traffic, this failure may happen because no TDM resources were available. Contact your technical support representative, include the full text of the error message.

Error Message %VTSP-3-UNAVAILABLE: DSP timeout on channel %s, event %d: DSP ID=0x%x: %s

Explanation Timeout on DSP response.

Recommended Action The DSP has been automatically reset. If problem persists, contact your technical support representative

Error Message %VTSP-3-UNAVAILABLE: VTSP call disconnect failed. channel id %s, ret %d

Explanation VTSP call disconnect could not be successfully passed and it may result hung calls.

Recommended Action Contact your technical support representative. Report the configuration and full text of the error message.

Error Message %VTSP-3-UNAVAILABLE: channel %s, DSP ID 0x%x: status=0x%x message=0x%x text=%s

Explanation The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

Recommended Action Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

Error Message %VTSP-3-UNAVAILABLE: channel:%s DSP ID:0x%x Message ID:0x%x

Explanation A message could not be sent to the DSP. The call continued but may have experienced problems.

Recommended Action Verify that the DSP is still functioning properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

Error Message %VTSP-3-UNAVAILABLE: hairpin peer cdb does not exist, cdb 0x%x, dst_call_id %d

Explanation A hairpin call setup failed because the other call leg does not exist.

Recommended Action Contact your technical support representative. Report the configuration, and the full text of the error message.

Error Message %VTSP-3-UNAVAILABLE: no free event structure available from %s for DSP message

Explanation There were no event 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.

Error Message %VTSP-3-UNAVAILABLE: voice port %s: call connection id [0x%x 0x%x 0x%x 0x%x]

Explanation There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

Recommended Action Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

Error Message %VTSP-3-UNAVAILABLE: vtsp_call_block allocate failed

Explanation RBTreeCreate failed.

Recommended Action Add more memory

VTSP-4

Error Message %VTSP-4-UNAVAILABLE: Invalid FSM Input on channel %s: state=%s event=%d

Explanation Internal state machine illegal input. This message represents an internal software fault and may manifest itself as dropped or hung calls.

Recommended Action Contact your field service representative if indication is coincident with dropped or hung calls.

WARMUPGRADE Messages

This section contains warm upgrade messages.

WARMUPGRADE-3

Error Message %WARMUPGRADE-3-CHECKSUM: %s image checksum mismatch.

Explanation The checksum of the image in memory is different from the expected checksum

Recommended Action Check whether the image file is complete and uncorrupted

Error Message %WARMUPGRADE-3-FORMAT: Unknown image file format.

Explanation Warm upgrade could not recognize the format of the image file

Recommended Action Check whether the specified image is a valid IOS executable in a supported format. Check release notes for supported formats

Error Message %WARMUPGRADE-3-UNAVAILABLE: %s image checksum mismatch.

Explanation The checksum of the image in memory is different from the expected checksum

Recommended Action Check whether the image file is complete and uncorrupted

Error Message %WARMUPGRADE-3-UNAVAILABLE: %s image size mismatch.

Explanation The size of the image in memory is different from the expected size

Recommended Action Check whether the image file is complete and uncorrupted

Error Message %WARMUPGRADE-3-UNAVAILABLE: Image file decompression failure.

Explanation Warm upgrade could not decompress the image file

Recommended Action Check whether the image file is complete and uncorrupted

Error Message %WARMUPGRADE-3-UNAVAILABLE: Image file open/read failure.

Explanation Warm upgrade could not open or read from the image file specified

Recommended Action Check whether the specified image is present at the desired location and has the required read permissions. If the location is remote, check whether the connectivity is there.

Error Message %WARMUPGRADE-3-UNAVAILABLE: Unknown image file format.

Explanation Warm upgrade could not recognize the format of the image file

Recommended Action Check whether the specified image is a valid IOS executable in a supported format. Check release notes for supported formats.

WCCP Messages

This section contains Web Cache Communication Protocol (WCCP) messages.

WCCP-1

Error Message %WCCP-1-UNAVAILABLE: Failed to derive service %s%s from service-list %s

Explanation The WCCP Access Control List used to define the specified closed service has been modified and can no longer be used to create the service. The service has been marked as inactive. Either change the configuration to an Open service or update the ACL to correctly identify the desired service

Recommended Action Update the service-list ACL to correctly define the desired service

Error Message %WCCP-1-UNAVAILABLE: Service %s%s%s lost on WCCP Client %i

Explanation WCCP has lost the service associated the specified WCCP Client

Recommended Action Verify the operation of the specified WCCP Client

Error Message %WCCP-1-UNAVAILABLE: Web Cache %i lost

Explanation The router has lost contact with the specified Web Cache

Recommended Action Verify operation of specified Web Cache.

WCCP-3

Error Message %WCCP-3-UNAVAILABLE: Service %s%s%s, invalid access-list entry (seq:%d reason:%s)

Explanation The Access Control List associated with the specified WCCP service contains an incompatible entry. The hardware cannot process the resultant merged access list and will fall back to software based etflow switching

Recommended Action Update the Access Control List to remove or change the incompatible entry

Error Message %WCCP-3-UNAVAILABLE: Unable to add WCCP subblock on interface %s

Explanation An internal error indicating that the WCCP process was unable to attach interface specific service information

Recommended Action Ensure that there is enough memory available for all processes

Error Message %WCCP-3-UNAVAILABLE: Unable to allocate WCCP subblock on interface %s

Explanation An internal error indicating that the WCCP process was unable to allocate memory to hold interface specific service information

Recommended Action Ensure that there is enough memory available for all processes.

WCCP-5

Error Message %WCCP-5-UNAVAILABLE: Service %s%s%s acquired on WCCP Client %i

Explanation WCCP has acquired a service on the specified WCCP Client

Recommended Action LOG_STD_NO_ACTION

Error Message %WCCP-5-UNAVAILABLE: Service %s%s%s mismatched on WCCP client %i

Explanation WCCP has rejected a mismatched service on the specified WCCP client

Recommended Action Amend the WCCP service definition

Error Message %WCCP-5-UNAVAILABLE: Web Cache %i acquired

Explanation The router has acquired the specified Web Cache

Recommended Action LOG_STD_NO_ACTION.

WSHTF-1

Error Message %WSHTF-1-UNAVAILABLE: %s %d

Explanation The HT-Fpga data plane driver failed to get resources to attach its data structures to the global table. System is running low on memory

Recommended Action Copy the error message exactly as it appears along with the dump of show memory summary, and report it to your technical support representative.

Error Message %WSHTF-1-UNAVAILABLE: %s, buffer replacement failed, no buffers available

Explanation The HT-Fpga data plane driver could not secure replacement bufferspacket reception

Recommended Action The router either requires more packet memory - consider upgrade.Or some software module is holding onto the receive buffers andnot releasing them back to the driver. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

WSHTF-3

Error Message %WSHTF-3-UNAVAILABLE: Device ID seen as %#x, expected %#x. Bus number %#x device number %#x.

Explanation The software could not recognize the data plane chip.

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

Error Message %WSHTF-3-UNAVAILABLE: attempt to send giant packet on %s (%d bytes from %x, max allowed %d)

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

WSIPC-1

Error Message %WSIPC-1-UNAVAILABLE: %d/%d %s allocation failure

Explanation Memory allocation failure

Recommended Action Copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, call your Cisco technical support representative and provide the representative with the gathered information.

WSIPC-3

Error Message %WSIPC-3-UNAVAILABLE: %s %s

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

Error Message %WSIPC-3-UNAVAILABLE: %s (%u)

Explanation The ID associated with an IPC card is either missing, duplicated, or cannot be 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %WSIPC-3-UNAVAILABLE: %s (%u)

Explanation The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

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

Error Message %WSIPC-3-UNAVAILABLE: %s (%u)

Explanation The slave IPC cannot register with master.It cannot exchange messages with the master.

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

Error Message %WSIPC-3-UNAVAILABLE: %s (slot %d): %s

Explanation An IPC error was detected

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

Error Message %WSIPC-3-UNAVAILABLE: %s

Explanation An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

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

Error Message %WSIPC-3-UNAVAILABLE: %s

Explanation An error detected during line card ipc reinitialization after an RP switchover.

Recommended Action This can be because of system is operating under heavy traffic at the time of RP switchover. If line card software can not proceed after this error, linecard will be deactivated and recovered.

Error Message %WSIPC-3-UNAVAILABLE: %s

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

Error Message %WSIPC-3-UNAVAILABLE: %s

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

Error Message %WSIPC-3-UNAVAILABLE: Cannot find hwidb for interface(%u/%u)

Explanation Interface identifier does not exist for the interface addressed by the corresponding 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %WSIPC-3-UNAVAILABLE: Event %u from slot%u: %s

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

Error Message %WSIPC-3-UNAVAILABLE: For port (%s): %s fails (cause: %s)

Explanation The IPC kernel port related system call failure.

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

Error Message %WSIPC-3-UNAVAILABLE: IPC command %u (slot%u/%u): %s

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

Error Message %WSIPC-3-UNAVAILABLE: Null %s ipc message

Explanation An empty IPC message, which is not expected to be received.

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

Error Message %WSIPC-3-UNAVAILABLE: System call for command %u (port %u/%u) : %s (Cause: %s)

Explanation IPC kernel system call 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

Error Message %WSIPC-3-UNAVAILABLE: port (%s) already exists

Explanation The port to be created unexpectedly exists.

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

WSMA-3

Error Message %WSMA-3-UNAVAILABLE: PROCESSING FAILED

Explanation The processing of WSMA DHCP Option 43 message failed.

Recommended Action Need to verify the WSMA DHCP option 43 message is in correct format. If not, correct it and send this message again.

WSMA-5

Error Message %WSMA-5-UNAVAILABLE: PROCESSING DONE

Explanation The processing of WSMA DHCP Option 43 message succeeded.

Recommended Action None.

WiSM Messages

This section contains WiFi services module messages.

WiSM-3

Error Message WiSM-3-PORTCHANNEL: Portchannel allocation failed for module [dec].

Explanation The system is unable to allocate enough port channel groups for WiSM card. [dec] is the module number.

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. If you still require assistance,

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

WiSM-5

Error Message %WiSM-5-DUP_SRVC_IP: Service IP [IP_address] of Controller [dec]/[dec] is same as Controller [dec]/[dec]

Explanation The Cisco Wireless Services Module software detected that a controller is assigned with an IP address on its service port that is being used by another controller.

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

Error Message %WiSM-5-RESET: Controller [dec]/[dec] not responding, WiSM in slot [dec] is being reset

Explanation The Cisco Wireless Services Module in the specified slot is being reset because one of the controllers failed to respond to 12 consecutive keepalive requests.

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

Error Message %WiSM-5-STATE: Controller [dec] in slot [dec] is [chars]

Explanation A change has been detected in the Cisco Wireless Services Module controller. If the controller status is Oper-Up, WCP communication between the controller and the supervisor engine is up or else it is 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

WS_ALARM Messages

This section contains Windstar alarm messages.

WS_ALARM-6

Error Message %WS_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]

Explanation Displays alarm assertion or deassertion information.

Recommended Action No action is required.

WS_IPSEC_3 Messages

Error Message %WS_IPSEC_3-3-FIPSError: FIPS POST Failed.

Explanation Power On Self Test failed. Crypto engine disabled.

Recommended Action Contact TAC.

Error Message %WS_IPSEC_3-3-HARDWARE_ERR: WS_IPSEC_3 Error: [chars]

Explanation A hardware error occurred on the WS_IPSEC_3 causing an interrupt

Recommended Action Copy the error message (and any recent error messages) as it appears on the console. In case of a WS_IPSEC_3 crash, collect the crashinfo file from the sup-bootdisk. Contact your Cisco technical support representative and provide the gathered information. The SPA will automatically reload itself in case of a crash

Error Message %WS_IPSEC_3-4-FIPS_CRNG_NOTIFY: Same Random Number was generated twice in succession!

Explanation Same random number was generated twice in succession.

Recommended Action No Action Required.

Error Message %WS_IPSEC_3-5-FIPSNOTIFY: FIPS POST Successful.

Explanation Power On Self Test succeeded.

Recommended Action No Action Required.

Error Message %WS_IPSEC_3-5-ILLEGALCLEAR: Illegal Clear Packet: Src = [int]. [int]. [int]. [int], Dst = [int]. [int]. [int]. [int], Proto = [int]

Explanation An unexpected clear packet was received from the WAN.

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 %WS_IPSEC_3-5-REPLAYERR: Replay Error: Current Seq. No. = [int], Highest Seq No. = [int]

Explanation Failed anti-replay check on IPsec inbound processing.

Recommended Action Make sure the IPSec packets are not reordered in the networks. Follow up with TAC.

Error Message %WS_IPSEC_3-5-SELCHECKERR: Selector Check Error: Src = [int]. [int]. [int]. [int]: [int], Dst = [int]. [int]. [int]. [int]: [int], Proto = [int], saidx = [int]

Explanation A packet was received that did not fall within the appropriate Selector range.

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 %WS_IPSEC_3-5-SEQOVERFLOW: Sequence number overflow: Src = [int].[int].[int].[int], Dst = [int].[int].[int].[int], Proto = [int], saidx = [int]

Explanation The sequence number in the Security Association has overflowed.

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.

X40G Messages

This section contains X40G client error messages.

X25-2

Error Message %X25-2-UNAVAILABLE: Interface %s, Illegal state %s when P4

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

x25-3

Error Message %X25-3-UNAVAILABLE: in x25_timer NULL lci_idb %x

Explanation An internal software error occurred.

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

Error Message %X25-3-UNAVAILABLE: %d is not a valid X.25 configuration ID

Explanation This message occurs when an invalid configuration id is used

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

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

Error Message %X25-3-UNAVAILABLE: %s : Lower layer protocol is not available

Explanation The required lower layer service is unavailable.

Recommended Action Check your configuration or contact your technical support representative for assistance.

Error Message %X25-3-UNAVAILABLE: %s : Unable to identify lower layer protocol

Explanation IDB is not using X25 and IDB is not capable of supporting CMNS.

Recommended Action Check your hardware configuration or contact your technical support representative for assistance.

Error Message %X25-3-UNAVAILABLE: %s

Explanation This message occurs when configuring an X.25 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %X25-3-UNAVAILABLE: %s

Explanation This message occurs when deconfiguring X.25 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %X25-3-UNAVAILABLE: Attempt to %s.

Explanation The user attempted an illegal configuration.

Recommended Action The error will indicate what illegal action was attempted. The user should check their configuration and if necessary contact technical support representative for assistance.

Error Message %X25-3-UNAVAILABLE: Can't find bfe host address %i to delete

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message %X25-3-UNAVAILABLE: Error substituting regular expression for XOT DNS destination pattern

Explanation This message occurs when the regular expression substitute utility fails to arrive at X.25 hostname pattern to be sent to DNS for address resolution

Recommended Action Correct the X.25 route command's DNS substitution pattern

Error Message %X25-3-UNAVAILABLE: Interface %s LCI %d Compression Version mismatch expected %x received %x

Explanation An internal software error occurred. The PBP header has a mismatched version field. The version is checked on each received packet.

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

Error Message %X25-3-UNAVAILABLE: Interface %s LCI %d Decompression size error

Explanation An internal software error occurred. The PBP header has an uncompressed packet size field. Each uncompressed packet size is checked against this field.

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

Error Message %X25-3-UNAVAILABLE: Interface %s LCI %d Decompression sync error.
expected %d got %d

Explanation An internal software error occurred. The PBP header has a sync field. The sync field (8 bits) is checked on each received 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %X25-3-UNAVAILABLE: Interface %s LCI %d low-level stac compression error

Explanation A Stacker compression algorithm internal error or shortage of buffer space was encountered during a compression operation. This should never happen.

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

Error Message %X25-3-UNAVAILABLE: Interface %s, Delete: lci %d not found in %s table

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

Error Message %X25-3-UNAVAILABLE: Interface %s, LCN %d already in timer queue, new time %#Ta

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message %X25-3-UNAVAILABLE: Interface %s, PVC %d, %s

Explanation A switched PVC cannot be connected. The final [chars] text string in the message represents the state of the PVC. These text strings can also appear in show x25-vc output. For more information, refer to the show x25-vc documentation in the Router Products Command Reference publication.

Recommended Action Validate the configuration of the PVCs at both ends of the connection, and reconfigure them if necessary.

X40G-2

Error Message %X40G-2-TCAM_MGR_CRIT_ERR: GTM ERROR: [chars] ([dec])

Explanation An X40G TCAM critical error was detected.

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.

X40G-3

Error Message %X40G-3-TCAM_MGR_ERR: GTM ERROR: [chars] ([dec])

Explanation An X40G TCAM MGR interaction error was detected.

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 %X40G-3-TCAM_MGR_HW_ERR: GTM HW ERROR: [chars] ([dec]) [[dec]:[hex]]

Explanation An X40G TCAM hardware error was detected.

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 %X40G-3-TCAM_MGR_HW_PERR: GTM HW ERROR: [chars] ([dec])

Explanation An X40G TCAM interface parity error was detected.

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.

X40G-4

Error Message %X40G-4-TCAM_MGR_ALLOC_ERR: [chars] NP ([dec]), Region Id ([dec])

Explanation An NP TCAM entry allocation failure was detected.

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 **remote command module sh platform software xtcammgr instance info** 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 representative and provide the representative with the gathered information.

X40G-5

Error Message %X40G-5-TCAM_MGR_INFO: [chars]

Explanation An X40G TCAM driver error was detected.

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.

X40G_PC_QOS-3

Error Message %X40G_PC_QOS-3-X40G_EXCEED_NUM_QUEUES: %Exceed number of supported queues for this interface

Explanation Not available.

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 %X40G_PC_QOS-3-X40G_WRED_QLIMIT: %Queue limit and WRED cannot be configured together

Explanation Not available.

Recommended Action This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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.

X40G_PC_QOS-4

Error Message %X40G_PC_QOS-4-X40G_PC_PMAP_INCOMPATIBLE: Warning - Policymap attached to port-channel EVC is incompatible with X40G member link.

Explanation Policymap attached to port-channel EVC is with an X40G member link.

Recommended Action Remove policymap attached to port-channel EVC before adding a X40G member link to port-channel.

X40G_QOS-3

Error Message %X40G_QOS-3-ACTN: [chars]

Explanation The x40g qos client detected a qos feature processing error event, specified in the message

Recommended Action This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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 %X40G_QOS-3-CFN: [chars]

Explanation The x40g qos client detected a classification configuration error event, specified in the message.

Recommended Action This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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 %X40G_QOS-3-NOMEM: Memory Allocation Failure - [chars])

Explanation Memory required by the qos client to service one or more Network Processors could not be allocated.

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. 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 %X40G_QOS-3-NP: [chars]

Explanation The x40g qos client detected an npu programming error event, specified in the message.

Recommended Action This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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 %X40G_QOS-3-PMAP_CONFIG: [chars]

Explanation QoS processing on the interface specified in the msg is not functional

Recommended Action This configuration error is not considered fatal to the operation of the Network Processors. The software is designed to detect and report the error condition. Please refer to the cisco.com documentation for configuration to correct the problem.

Error Message %X40G_QOS-3-PRFL: [chars]

Explanation The x40g qos client detected a hardware profile run out. Hardware profile type is mentioned in the message

Recommended Action Identify the QoS hardware profile that got exhausted on the ES+ linecard. Modify the QoS configuration on the interface such that it can get a QoS profile shared with any other policymap on linecard or else remove policymap from the interface. Else Qos processing on the interface might not work as expected. 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 %X40G_QOS-3-SVI_PMAP: [chars]

Explanation Only one policymap is allowed to be attached to either direction of interface vlan at a time.

Recommended Action Please remove previous attached policymap and reattach the policymap. 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.

X40G_QOS-4

Error Message %X40G_QOS-4-CFG: [chars]

Explanation When applying policymap, configuration may be changed by the NP because of hardware support

Recommended Action This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. 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.

XCONNECT Messages

This section contains xconnect-related event and error messages.

XCONNECT-3

Error Message %XCONNECT-3-CONFIG: %s

Explanation An invalid XCONNECT configuration or an error in processing the XCONNECT configuration has occurred.

Recommended Action No action is required.

Error Message %XCONNECT-3-ILLEGAL: %s

Explanation An illegal event has been processed by the XCONNECT subsystem.

Recommended Action No action is required.

XCONNECT-5

Error Message %XCONNECT-5-PW_STATUS: %s

Explanation An event caused the pseudowire to change status.

Recommended Action No action is required.

Error Message %XCONNECT-5-REDUNDANCY: %s

Explanation An event caused the XCONNECT redundancy facility to generate a switchover to the specified backup member.

Recommended Action No action is required.

XCPA Messages

Error Message %XCPA-3-HWVER: bay [[dec]] incompatible microcode (hw:[int].[int],[int].[int]).

Explanation An incompatibility exists between the port adapter hardware and the version of microcode that the system image attempted to load.

Recommended Action Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Assure that the correct version of microcode exists in flash. Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands: **show tech**, **show microcode**, **dir slot0:**, **dir slot1:**, **show log**. Provide this information to your technical support representative.

XCVR Messages

This section contains transponder messages.

XCVR-3

Error Message %XCVR-3-UNKNOWN_SFP_INSERTED: Unknown SFP inserted [chars]

Explanation An unknown Small Form Factor Pluggable (SFP) transceiver has been inserted.

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

XDR Messages

This section contains eXternal Data Representation (XDR) messages.

XDR-3

Error Message %XDR-3-BYPASSFOFNEGO: Bypassing FOF ISSU client %s (%u) nego for XDR client %s, slot %s as FOF ISSU client is not present in %s image.

Explanation This XDR client has a dependency on another ISSU client due to having foreign-owned fields (FOFs). Because the ISSU client that owns the FOFs is not in the image, the XDR client will not wait for that client to finish ISSU negotiation. The missing client must be added to the image.

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

Error Message %XDR-3-CLIENTISSUBADENTITY: Unable to register ISSU entity for [chars], reason: [chars]

Explanation Unable to register this XDR client's ISSU entity due to problems with registering the item given as a reason in the error message. ISSU will stop working for this client and may lead to unpredictable behavior.

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

Error Message %XDR-3-CLIENTISSUBADGROUP: New m/cast group (slots [chars]) has multiple members before nego complete.

Explanation A new multicast group has been created with multiple slots before ISSU negotiation for each client has completed. This condition will lead to unpredictable results.

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

Error Message %XDR-3-CLIENTISSUBADNEGOMSG: Unexpected nego msg - slot [chars], client [chars], ctxt [dec]

Explanation XDR has received a negotiation message unexpectedly as this client is either not ISSU aware or has already completed negotiation for this slot. This condition is likely a precursor to unpredictable behavior for this 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-3-CLIENTISSU_FOF_NEGOFAIL: ISSU negotiation failed for FOF client %u, for peer %s (ISSU peer %d), blocking ISSU client %s (%d) reason - %s

Explanation The ISSU negotiation failed for a client that has registered ISSU foreign-owned field (FOF) client dependencies. The dependent clients on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot cannot proceed for this client and the dependent clients. Enter the **show xdr multicast** command for full details.

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

Error Message %XDR-3-CLIENTISSU_FOF_REGERROR: ISSU client %s (%d), entity %d, message %d (%s), failed ISSU FOF registration: %s, reason: %s,

Explanation This ISSU client has a message containing a foreign-owned field (FOF) owned by another client, but the client failed to register this dependency. This is an internal software error.

Recommended Action Update to a later software release.

Error Message %XDR-3-CLIENTISSUNEGATIVEPADDING: Negative padding for [chars], slots [chars], msg [dec] (padded: [dec], unpadded: [dec])

Explanation An internal error occurred involving a mismatch of internal data structures.

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

Error Message %XDR-3-CLIENTISSU_NEGOFAIL: ISSU negotiation failed for [chars], slot [chars] [chars]

Explanation ISSU negotiation failed. The XDR client on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot will not happen for this client and dependent clients. See the output of the **show xdr multicast** command for full details.

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

Error Message %XDR-3-CLIENTISSUNEGONOTDONE: Attempting to push send XDR message ([dec]) to slots [chars] for [chars] before nego complete.

Explanation An internal error occurred that may result in unpredictable behavior.

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

Error Message %XDR-3-CLIENTISSU_NEGOREGERROR: XDR client %s, failed ISSU negotiation result notification registration for ISSU client %s (%d), reason: %s,

Explanation This client has a dependency on the successful ISSU negotiation of another client and has failed to register this dependency. This is an internal software error.

Recommended Action Update to a later software release.

Error Message %XDR-3-CLIENTISSU_NEGOUNREGERROR: Failed to unregister ISSU negotiation result notification registration for ISSU client %s (%d), reason: %s,

Explanation This client has a dependency on the successful ISSU negotiation of another client and has failed to unregister this dependency when not required. This is an internal software error.

Recommended Action Update to a later software release.

Error Message %XDR-3-CLIENTISSUNOMSGGRP: Cannot determine ISSU message group for slot %d. Unknown %s

Explanation Because the line card type for the specified slot is not recognized, the ISSU client cannot determine the set of ISSU messages to be used between the local and remote slot. This condition might be due to a new line card 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-3-CLIENTISSU_PUSHFAIL: Attempting to push send XDR message ([chars]) to slots [chars] via client [chars] failed due to [chars]

Explanation An internal error occurred that may result in unpredictable behavior.

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

Error Message %XDR-3-CLIENTISSU_REGERROR: ISSU client [dec] ([chars]), entity [dec], failed ISSU registration: [chars]

Explanation The ISSU negotiation failed for this XDR client. This is 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-3-CLIENTISSUSENDFAILED: Can't send XDR client ISSU nego msg: reason [chars], slot [chars], client [chars]

Explanation XDR has failed to send an ISSU negotiation message for the given client. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable behavior.

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

Error Message %XDR-3-CLIENTISSUSTARTNEGOFAIL: Can't start nego: reason [chars], slot [chars], client [chars], sid [dec]

Explanation XDR has failed to start ISSU negotiation with the remote slot for the reason given. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable behavior.

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

Error Message %XDR-3-ISSUBADREGPARAMS: Client [chars] trying to register with incomplete ISSU support.

Explanation This client does not properly support ISSU and will be registered as not supporting ISSU.

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

Error Message %XDR-3-ISSUCAPNEGOFAIL: Client [chars] failed to [chars] capability/ies due to [chars]

Explanation An internal software error occurred. The capability negotiation failed unexpectedly.

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

Error Message %XDR-3-ISSU_ENUM_ERROR: Enum for [chars] ([chars] component) is not ISSU-compliant: [chars]

Explanation The given enumeration is not ISSU-compliant for the reason given. Unpredictable behavior will result when interoperating with different Cisco IOS versions.

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

Error Message %XDR-3-ISSUINITFAIL: Unable to register XDR ISSU [chars], reason: [chars]

Explanation Unable to register the given XDR ISSU parameter due to the reason given. This will stop ISSU working for this client and may lead to unpredictable behavior.

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

Error Message %XDR-3-ISSU_NEGOFAIL: ISSU negotiation failed for XDR, slot [chars] [chars]

Explanation ISSU negotiation failed. XDR on this slot and the remote slot cannot interoperate. Synchronizing of information to and from this slot for all XDR clients will not be allowed.

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

Error Message %XDR-3-MSGSIZEFAIL: The IPC message size is out of boundsThe ipc_msg_size is : [dec] while the maximum size we can handle is theXDR_IPC_BUFFER_SIZE : [dec] .

Explanation The size of the IPC message that was received is larger than the maximum size that can 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-3-PRIOCLIENTISSU_NEGOFAIL: ISSU negotiation failed for [chars], slot [chars] [chars]

Explanation ISSU negotiation failed for a core XDR client. XDR on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot will not happen for any XDR 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-3-XDRBADSLLOT: An invalid slot %d was obtained during - %s

Explanation An invalid slot was obtained.

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

Error Message %XDR-3-XDRDEQUEUE: Failed to dequeue from [chars] with [dec] elements still queued

Explanation A queueing failure has occurred. A nonempty queue could not be dequeued.

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

Error Message %XDR-3-XDRIPC: XDR IPC error on multicast-group [hex] due to [chars].

Explanation A general IPC-related error occurred, which may prevent transfer of data to other peers using the IPC mechanism .

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

Error Message %XDR-3-XDRMCASTJOIN: Attempt to join [chars] to [chars] failed because client [chars] returned an error

Explanation An internal error occurred that may result in unpredictable XDR behavior.

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

Error Message %XDR-3-XDRMCSTJOINREQ: Client [chars] returned an invalid response to a join request for groups [chars] and [chars]

Explanation An internal error occurred that may result in unpredictable XDR behavior.

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

Error Message %XDR-3-XDRMCST_PEER_BINDING: XDR peer [chars] bind to group [chars] (was bound to [chars]): [chars]

Explanation An internal error occurred that may result in unpredictable XDR behavior.

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

Error Message %XDR-3-XDRNOMEM: XDR failed to allocate memory during [chars] creation.

Explanation Allocation of memory by the XDR subsystem has failed. This failure may result in unpredictable XDR behavior.

Recommended Action Make sure that there is enough memory for the operations being performed by your 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-3-XDROOS: Received an out of sequence IPC message. Expected [dec] but got [dec]

Explanation An out-of-sequence or unknown IPC message was received. This condition indicates that an IPC is not working 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-3-XDRPEER: An XDR peer error for slot [chars]. Due to [chars].

Explanation An error relating to an XDR peer has occurred.

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

Error Message %XDR-3-XDRQUEUE: XDR queue error: [chars].

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

Error Message %XDR-3-XDRSLOTFROMMASK: Cannot determine slot from mask [chars]
(client [chars])

Explanation Mapping from slot mask to slot has failed. During ISSU negotiation, the message destination cannot be determined, and the message 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

XDR-6

Error Message %XDR-6-CLIENTISSUBADRCVTFM: Failed to rcv_transform message - from slot [chars], client [chars], context [dec]

Explanation The system cannot perform an ISSU receive transform. This condition is likely due to an earlier failure in negotiation, or when one side of an ISSU-enabled XDR connection is out of synchronization with the other.

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

Error Message %XDR-6-CLIENTISSUBADTXTFM: Failed to xmit_transform message - to slot [chars], client [chars], context [dec]

Explanation The system cannot perform an ISSU transmit transform. This condition is likely due to an earlier failure in negotiation, or when one side of an ISSU-enabled XDR connection is out of synchronization with the other.

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

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

Error Message %XDR-6-CLIENTISSU_BLOCKED: Client [chars] cannot sync info to/from slot [chars] due to ISSU negotiation failure of client [chars]

Explanation This client depends on another XDR client for which ISSU negotiation has failed. As a result, this client is prevented from communicating with the remote slot. This is due to ISSU incompatibilities between the two images. Functionality for this client will revert to RPR mode.

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

Error Message %XDR-6-CLIENTISSU_UNBLOCKED: Client [chars] can now sync info to/from slot [chars] due to ISSU negotiation success of client [chars]

Explanation This client depends on another XDR client for which ISSU negotiation had previously failed but has now succeeded. As a result, this client can resume communication with the remote slot. Functionality for this client will revert to SSO mode.

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

Error Message %XDR-6-CLIENTISSUUNREG: Failed to unregister session - client [chars], slot [chars], reason [chars]

Explanation The system was unable to unregister this session. This condition will likely cause problems when reregistering.

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

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

Error Message %XDR-6-CLIENTNOTREGONRP: Client [chars] has registered on slot [chars] before RP.

Explanation The XDR client has registered on a non-RP card before an RP card. If this has occurred while toggling the client's registration status rapidly, it may be a transient problem that will resolve itself. If not, the client's status may be unpredictable, and ISSU negotiation (if platform is ISSU-aware) may not take place correctly.

Recommended Action Verify whether the client's registration status is the same on both the RP and the card on which the problem is reported by comparing the output of the **show xdr client all** command to see if the client is present or absent in both. If so, and no other error messages have been seen, then this is a transient issue and no further 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-6-ISSUBADRCVTFM_DUMP: CSCsh95828 detected. Please collect 'show xdr linecard', 'show monitor event-trace xdr all', and the full system log, on both the RP and the related LC, and report this occurrence. Slot %s, data 0x%08x %08x %08x %08x %08x %08x %08x

Explanation This message contains a decoded packet dump and trace log information for investigating CSCsh95828.

Recommended Action Copy the message exactly as it appears and contact your Cisco technical support representative.

Error Message %XDR-6-ISSUBADTXTFM: Failed to xmit_transform message - slot [chars], reason [chars]

Explanation The system was unable to perform an ISSU transform on an outgoing XDR header. The message will be ignored.

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

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

Error Message %XDR-6-ISSUCLIENTABSENT: ISSU client [chars] absent on slot [chars]. Client functionality may be affected.

Explanation The remote slot does not support this ISSU client. The software will handle this by reducing client functionality locally to continue in SSO mode, or by forcing the remote peer into RPR mode as appropriate. This is expected behavior in ISSU-capable systems.

Recommended Action No action is required.

Error Message %XDR-6-ISSUBADRCVTFM: Failed to rcv_transform message - slot [chars], reason: [chars]

Explanation The system was unable to perform an ISSU transform on an incoming XDR header. The message will be ignored.

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

Error Message %XDR-6-XDRDISABLEREQUEST: Peer in slot [chars] requested to be disabled due to: [chars]. Disabling linecard

Explanation The line card has requested to be disabled due to an error condition.

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

Error Message XDR-6-XDRINVALIDHDR: XDR for client ([chars]) dropped (slots:[chars] from slot:[dec] context:[dec] length:[dec]) due to: [chars]

Explanation The XDR client specified in the message text could not be registered. A failure has occurred that prohibits the XDR client from registering with the 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-6-XDRINVALIDHDRISSU: XDR ISSU negotiation message for client ([chars]) dropped (slots:[chars] from slot:[chars] context:[int] length:[int]) due to: [chars]

Explanation The XDR ISSU negotiation message was dropped for the reason given.

Recommended Action If the message occurred during an ISSU upgrade then it may be safely ignored. Otherwise: 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>. 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 %XDR-6-XDRIPCNOTIFY: Message not sent to slot [chars] because of IPC error [chars]. Disabling linecard. (Expected during linecard OIR)

Explanation A general IPC-related error has occurred that may prevent transfer of data to other peers using the IPC mechanism.

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

Error Message %XDR-6-XDRIPCPEER: XDR IPC error occurred for peer in slot [chars] due to [chars] [chars].

Explanation A general IPC-related error has occurred that may prevent transfer of data to other peers using the IPC mechanism.

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

Error Message %XDR-6-XDRLCDISABLEEREQUEST: Client [chars] requested to be disabled. [chars]

Explanation The line card has requested to be disabled due to an error condition.

Recommended Action Enter the **show monitor event-trace xdr** from the RP and the line card in question. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-6-XDRMCASTINIT: XDR mcast subsystem initilisation error: [chars]

Explanation A failure occurred that prohibits the XDR client from registering with the 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message %XDR-6-XDRREGISTRATION: XDR failed to register [chars] client due to [chars]

Explanation The XDR client specified in the message text could not be registered. A failure has occurred that prohibits the XDR client from registering with the 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

XOS Messages

Error Message %XOS-7-XOS_DM_DISPATCH: xos_dm_dispatch API cannot be called that does not own the XDM, xdm pid: %d, current pid: %d

Explanation The xos_dm_dispatch API was called by a process that is not the owner of that XDM. Only process that create the XDM instance can own it.

Recommended Action Please check your code and avoid invoking this API in a different process context.

Error Message %XOS-7-XOS_DM_WAIT: xos_dm_wait API cannot be called by a process that does not own the XDM, xdm pid: %d, current pid: %d

Explanation The xos_dm_wait API was called by a process that is not the owner of that XDM. Only process that create the XDM instance can own it.

Recommended Action Please check your code and avoid invoking this API in a different process context.

Error Message %XOS-7-XOS_DM_XDISPATCH: xos_dm_xdispatch API cannot be called that does not own the XDM, xdm pid: %d, current pid: %d

Explanation The xos_dm_xdispatch API was called by a process that is not the owner of that XDM. Only process that create the XDM instance can own it.

Recommended Action Please check your code and avoid invoking this API in a different process context.

Error Message %XOS-7-XOS_ONINT: XOS APIs cannot be called in a interrupt path

Explanation An XOS API was called in the interrupt path, this is currently not supported.

Recommended Action Please check your code and avoid using this API in the interrupt path

Error Message %XOS-7-XOS_STUCK_TMR: XOS timer expired earlier than expected
expiration time tree:%p time:%d.%d

Explanation The XOS timer handler was invoked earlier than expiration value of the timer

Recommended Action Please check expiration timer value set on the timer. Also, some OS infrastructures can roundup expiration time so that timer handler gets invoked earlier than expected