

AAA Messages

Error Message

%AAA-2-AAAMULTILINKERROR: [chars]([hex]): Acct db for Id [hex] absent

Explanation An AAA internal error has occurred.

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.

Error Message

%AAA-2-FORKFAIL: Cannot fork process [chars]

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

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

%AAA-3-ACCT_IOMEM_LOW: AAA ACCT process suspended : low I/O memory

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

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

Error Message

%AAA-3-ACCT_LOW_MEM_TRASH: AAA unable to handle accounting requests due to insufficient processor memory and could be trashing the queued accounting records

Explanation Dropping the accounting request as there is not enough processor memory. All queued accounting requests will be trashed.

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

Error Message

%AAA-3-ACCT_LOW_MEM_UID_FAIL: AAA unable to create UID for incoming calls due to insufficient processor memory

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

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

Error Message

%AAA-3-ATTRFORMATERR: Attribute with unknown format [dec]

Explanation An attribute was found with an invalid format.

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

Error Message

%AAA-3-AUTHORMLISTUNDEF: Authorization method list '%s' is not defined. Please define it.

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

Recommended Action Define the method list before using it.

Error Message

%AAA-3-AUTH_LOW_IOMEM: RADIUS process is unable to handle the requests due to insufficient I/O memory

Explanation RADIUS process unable to handle request due to insufficient IO memory, thus returning failure.

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

Error Message

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

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

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

Error Message

%AAA-3-BADHDL: invalid hdl AAA ID %u, hdl %x, %s

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

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%AAA-3-BADLIST: invalid list AAA ID %u
```

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

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

Error Message

```
%AAA-3-BADMAGIC: Data structure failed magic number sanity check
```

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

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

Error Message

```
%AAA-3-BADMETHOD: Cannot process [chars] method [int]
```

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

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

Error Message

%AAA-3-BADMETHODERROR: Cannot process [chars] method [chars]

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

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

Error Message

%AAA-3-BADPROTOCOL: Unknown protocol %u

Explanation The AAA subsystem encountered an unknown protocol type.

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

Error Message

%AAA-3-BADSERVERTYPEERROR: Cannot process [chars] server type [chars]

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

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

Error Message

%AAA-3-BADSERVICE: Unknown service %u

Explanation The AAA subsystem encountered an unknown service type.

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

Error Message

%AAA-3-BUFFER_OVERFLOW: Radius I/O buffer has overflowed

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

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

Error Message

%AAA-3-DROPACCTFAIL: Accounting record dropped, send to server failed: [chars]

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

Recommended Action Check the server, whether they are operational or not. Next check whether the device is configured properly. Refer to the server configuration section of the cisco IOS documentation. Finally, check that the NAS can communicate with the server. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather information that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

%AAA-3-HA_INIT_FAILURE: High availability initialization failure: [chars]

Explanation The AAA subsystem was unable to perform necessary high-availability related initialization. In the event of switchover to a standby device, sessions depending on high availability capabilities in the AAA subsystem will be forced to renegotiate.

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

%AAA-3-HA_INTERNAL_ERROR: High availability internal error for unique id [hex]: [chars]

Explanation The AAA subsystem has suffered an internal error. In the event of switchover to a standby device, sessions depending on high availability capabilities in the AAA subsystem may be forced to renegotiate.

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

%AAA-3-INVALIDPARM: invalid parameter was used when accessing AAA function

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

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

Error Message

```
%AAA-3-IPILLEGALMSG: Invalid use of ip_pid([int])
```

Explanation This error means a process sent an illegal message.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **Show tech-support** command to gather information that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. With some messages, these tools and utilities will supply clarifying information. 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

```
%AAA-3-ISDNINTF: [chars] [chars]: cannot apply configuration to ISDN channel:  
'[chars]'
```

Explanation Configuration cannot be applied to individual ISDN channels.

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

Error Message

```
%AAA-3-LOW_MEM: [chars] process is unable to handle the incoming packet due to low  
memory
```

Explanation Check the processor memory or IO memory. Most likely one of them has less available memory or, worst case, both may have 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. With some messages, these tools and utilities will supply clarifying information. 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

```
%AAA-3-MLIST_INTERNAL_ERROR: method list '%s': %s
```

Explanation This is an internal software error.

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%AAA-3-MLIST_TOO_MANY_METHODS: method list '[chars]'

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

Recommended Action This is an internal software error. Check bug tool-kit on Cisco web-site for the issue. If you did not find one, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. With some messages, these tools and utilities will supply clarifying information. 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

%AAA-3-NOTABLE: AAA ID %u

Explanation Resource failure.

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

Error Message

%AAA-3-NULLCURSOR: Null cursor

Explanation A AAA client has provided a nonexistent attribute cursor to AAA.

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

```
%AAA-3-NULLVRF: Null vrf entry
```

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

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

```
%AAA-3-PARSEERR: Error([dec]) parser is unable to parse [chars] per-user command
```

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

Recommended Action The given **unconfigure** command was not executed. Enter the **debug peruser** command and repeat the steps that caused 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. 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

```
%AAA-3-SERVER_INTERNAL_ERROR: Server '[IP_address]': [chars]
```

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

Recommended Action This is an internal software error. Check bug toolkit on Cisco website for the issue. If you did not find one, copy the message exactly as it appears on the console or in the system log. Enter the **Show tech-support** command to gather information that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. With some messages, these tools and utilities will supply clarifying information. 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

%AAA-3-SG_DEADTIME_FORKFAIL: Failed to fork process for [chars].

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

Recommended Action This is an internal software error. Check bug toolkit on Cisco website for the issue. If you did not find one, copy the message exactly as it appears on the console or in the system log. Enter the **Show tech-support** command to gather information that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. With some messages, these tools and utilities will supply clarifying information. 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

%AAA-3-SG_INTERNAL_ERROR: server group '[chars]': [chars]

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

Recommended Action This is an internal software error. Check bug toolkit on Cisco website for the issue. If you did not find one, copy the message exactly as it appears on the console or in the system log. Enter the **Show tech-support** command to gather information that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. With some messages, these tools and utilities will supply clarifying information. 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

%AAA-3-SG_TESTPROC_FORKFAIL: Failed to fork process for [chars].

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

Recommended Action This is an internal software error. Check bug toolkit on Cisco website for the issue. If you did not find one, copy the message exactly as it appears on the console or in the system log. Enter the **Show tech-support** command to gather information that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. With some messages, these tools and utilities will supply clarifying information. 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

%AAA-3-SORTFAIL: %s :Peruser Could not sort the %s attributes

Explanation Sorting of the attributes received from AAA server failed.

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

Error Message

%AAA-5-USER_LOCKED: User [chars] locked out on authentication failure

Explanation The user was locked out because the number of authentication failures exceeded the configured threshold.

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 at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%AAA-5-USER_RESET: User [chars] failed attempts reset by [chars]

Explanation The number of failed user authentication attempts has been reset to zero.

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

%AAA-5-USER_UNLOCKED: User [chars] unlocked by [chars]

Explanation The user has been unlocked by the system administrator. The user is enabled to log in to the system.

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 at <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

%AAA-6-ACCTSESSIDWRAP: Accounting-Session-ID [dec] exceeded max value allowed

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

Recommended Action This is informational only, not an error. No action is required.

Error Message

%AAA-6-BADHDL: invalid hdl AAA ID [int], hdl [hex], [chars]

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

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

Error Message

%AAA-6-INVALIDROUTE: Syntax error in route statement: [chars]

Explanation Current downloading route contains syntax 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. With some messages, these tools and utilities will supply clarifying information. 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

%AAA-6-SKIP_MOH_ATTRIBUTE: Warning: Hardware idb is NULL. No Modem. MoH attribute can not be applied and it is Skipped for authorization.

Explanation To handle Modem-on-Hold attribute, you need connectivity with modems supporting V.92 modem standards. If there is no modem, there would not be any TTY, without which MOH attributes cannot be 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 gathered information.

Error Message

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

Explanation None method authentication is not allowed in CLI

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

AAAA Messages

Error Message

%AAAA-3-AAAFORKFAIL: Failed to start AAA process. AAA requests may not be processed.

Explanation Failed to create the AAA process.

Recommended Action Free up some memory.

Error Message

%AAAA-3-ACCTATTR: last accounting attribute:

Error Message

%AAAA-3-ACCTDUMP: dump of accounting data:

Recommended Action .

Error Message

%AAAA-3-ACCTFORKFAIL: Failed to start accounting process. Accounting records may not be sent.

Explanation Failed to create the accounting process.

Recommended Action Free up some memory.

Error Message

%AAAA-3-BADARG: %% AAA: bad argument (%0#4x)

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

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

Error Message

%AAAA-3-BADAUTHENSTR: Bad authentication data: %s

Error Message

%AAAA-3-BADCOMM: Trying config command but should not be.

Explanation An internal error has occurred

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

Error Message

```
%AAAA-3-BADLIST: %% AAA: bad %s list %s
```

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

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

Error Message

```
%AAAA-3-BADMETHNAME: Bad [chars] method-list name '[chars]' rejected
```

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

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

Error Message

```
%AAAA-3-BADREG: Illegal registry call.
```

Explanation An internal software error has occurred.

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

Error Message

```
%AAAA-3-BADSTATE: %% AAA: Bad state for %s list name (%d)
```

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

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

Error Message

%AAAA-3-BADSTR: Bad accounting data: %s

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

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

Error Message

%AAAA-3-DLRFORKFAIL: Failed to fork process for %s.

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

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

Error Message

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

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

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

Error Message

%AAAA-3-DROPACCTLOWMEM: Accounting record dropped due to low memory: %s-%s %s %s

Explanation An accounting record dropped due to low memory.

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

Error Message

%AAAA-3-DROPACTQUEUEEXCEEDED: accounting record dropped, output record queue full: [chars]-[chars] [chars] [chars]

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

Recommended Action If periodic accounting is on, disable it by entering the **[no] aaa accounting update newinfo periodic** interval command.

Error Message

%AAAA-3-DROPACTSNDFAIL: Accounting record dropped, send to server failed: %s-%s %s %s

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

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

Error Message

%AAAA-3-ILLEGALNAME: Illegal %s %s name %s rejected

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

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

Error Message

%AAAA-3-ILLSGNAME: Illegal server-group name %s (type %s).

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

Recommended Action Please pick a different server-group name. %AAAA-3-INTERNAL_ERROR: %s

Explanation This is an internal software error.

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

Error Message

%AAAA-3-INTERNAL_ERROR: [chars]

Explanation This is an internal software error.

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

Error Message

%AAAA-3-INVALIDATTRLIST: aaa attribute list CLI is not valid when configuring in sub-mode.

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.

Error Message

%AAAA-3-INVALIDLIST: %% AAA: invalid %s list %d.

Explanation One of the AAA methods lists has inconsistent settings

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

Error Message

```
%AAAA-3-INVSTATE: %s AUTHOR/%s: Internal state is invalid: astruct 0x%x ustruct 0x%x
```

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

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

Error Message

```
%AAAA-3-LISTCREATE: The list %d for %s is NULL. This should never be.
```

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

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

Error Message

```
%AAAA-3-MKTIMERFAIL: Failed to create periodic accounting timer for user %s. This user may not generate periodic accounting records.
```

Explanation Failed to malloc a timer struct for periodic accounting.

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

Error Message

```
%AAAA-3-MKTIMERINVALID: Invalid request to create periodic accounting timer for user %s. Timer already exists.
```

Explanation Invalid client usage of timer struct for periodic accounting.

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

Error Message

%AAAA-3-NOADMINPROC: %s

Explanation Administrative process has been enabled but somehow could not run

Recommended Action .

Error Message

%AAAA-3-NOADMINSOC: %s

Explanation socket setup for the administrative process failed, process exiting

Recommended Action .

Error Message

%AAAA-3-NOFREELISTS: %% AAA: No free %s lists for %s

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

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 gathered information.

Error Message

%AAAA-3-NOLIST: %s: no method list-name.

Explanation An internal software error.

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

Error Message

```
%AAAA-3-NOREG: %s method %d has no registry!
```

Explanation An internal error has occurred

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

Error Message

```
%AAAA-3-NOSERV: No name for servergroup in method %s
```

Explanation An internal error has occurred

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

Error Message

```
%AAAA-3-NOSG: No server-group passed through parser.
```

Explanation An internal error has occurred

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

Error Message

%AAAA-3-NULPORT: Could not establish port information

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

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

Error Message

%AAAA-3-NULUSR: accounting for null user

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

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

Error Message

%AAAA-3-OVERWRITE: Overwrote internal buffer space %s

Explanation An internal software error.

Recommended Action Report to tac@cisco.com.

Error Message

%AAAA-3-PERIODICFORKFAIL: Failed to start periodic accounting process. Periodic accounting records may not be sent.

Explanation Failed to create the periodic accounting process.

Recommended Action Free up some memory.

Error Message

%AAAA-3-PERNOTIMER: AAA/ACCT/TIMER: Periodic update but no timer.

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

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

Error Message

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

Explanation A software or hardware error occurred.

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

Error Message

%AAAA-3-SGDUPFREE: Duplicate free of server group 0x%x

Explanation This is an internal software error.

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

Error Message

%AAAA-3-STRCREATE: str_create overwrote its internal buffer.

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

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

Error Message

%AAAA-3-SUBTYPE: Bad Subtype %d for %s (%d)

Explanation An internal software error.

Recommended Action Report to tac@cisco.com.

Error Message

%AAAA-3-TIMERNOPER: AAA/ACCT/TIMER: No periodic update but timer set.

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

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

Error Message

%AAAA-4-BADMETHNAME: Bad [chars] method-list name '[chars]' (this is only a warning)

Explanation A method list name should not be the same as a method name.

Recommended Action Choose a different method list name that is not also a method name.

Error Message

%AAAA-4-BADSGNAME: Bad server-group name [chars] (type [chars]).

Explanation Either the given server-group name does not exist or the given type does not match the defined server group.

Recommended Action Verify that the group exists and that the type is accurate.

Error Message

%AAAA-4-BADSGTYPE: Server-group [chars] is not of type [chars].

Explanation The specified server group name does not match the specified type.

Recommended Action Verify that the group exists and that it is of the same type.

Error Message

%AAAA-4-DNISGPUNDEF: Warning: DNIS group [chars] is not defined.

Explanation The DNIS group was used without being defined.

Recommended Action Define the DNIS group before using it.

Error Message

`%AAAA-4-DNISGPUNDEF Warning: DNIS group %s is not defined.` **Explanation** The DNIS group was used without defining it first. It should be defined before use.

Recommended Action Define the DNIS group before using it.

Error Message

`%AAAA-4-NOCACHEPROC: The aaa cache process is not created. Please configure aaa cache profile first`

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

Recommended Action Define the cache profile before using it.

Error Message

`%AAAA-4-NOSERVER: Warning: Server [IP_address] is not defined.`

Explanation The specified server is not on the master list and should be defined, or unexpected results may occur.

Recommended Action Define the server on the appropriate master list as soon as possible.

Error Message

`%AAAA-4-SERVNOGRP: Warning: Server [IP_address]:[dec],[dec] is not part of server group [chars].`

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

Recommended Action Check that the specified server belongs to the server group.

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

Error Message

`%AAAA-4-SERVNOGRP Warning: Server %i:%d,%d is not part of server group %s.`

Explanation The server does not belong to the specified server group

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

Error Message

%AAAA-4-SERVNORADIUS: The server-group '[chars]' is not a radius server group. Please define '[chars]' as a radius server group.

Explanation The protocol used by the server-group does not support the configured AAA action.

Recommended Action Use a radius server-group.

Error Message

%AAAA-4-SERVNOTACPLUS: The server-group %s is not a tacacs+ server group. Please define %s as a tacacs+ server group.

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

Recommended Action Use a tacacs+ server-group.

Error Message

%AAAA-4-SERVUNDEF: The server-group %s is not defined. Please define it.

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

Recommended Action Define the server-group before using it.

Error Message

%AAAA-4-UNSUPWAITSTART: %% AAA: Unsupported option wait-start mapped to start-stop.

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

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

Error Message

%AAAA-6-ACCTSTART: %s

Explanation A AAA accounting start message.

Recommended Action This information is for information only.

Error Message

%AAAA-6-ACCTSTOP: %s

Explanation A AAA accounting stop message.

Recommended Action This information is for information only.

Error Message

```
%AAAA-6-ACCTWATCH: %s
```

Explanation A AAA accounting watchdog/update message.

Recommended Action This information is for information only.

Error Message

```
%AAAA-6-ADMINMSG: %s %s: %s
```

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

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

Error Message

```
%AAAA-6-SERVERMSG: %s %s: %s
```

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

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

AAA_CACHE Messages

Error Message

```
%AAA_CACHE-3-NULL_TREE_PERIODIC_PROC: Cache Tree pointer is of null value
```

Explanation The cache tree pointer is of null value.

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

AAL5 Messages

Error Message

```
%AAL5-1-NOBUFFER: [chars]: No buffer available for size [dec] bytes
```

Explanation No memory is available for buffer allocation.

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

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

Error Message

%AAL5-1-NOMEMORY: [chars]

Explanation No memory is available for allocation from heap. The error 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%AAL5-2-INTERNAL_CRITICAL: [chars]

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

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

Error Message

%AAL5-3-INTERNAL_ERROR: [chars]

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

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

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

Error Message

```
%AAL5-3-NOBUFFER: %s, vpi %d, vci %d
```

Recommended Action

Error Message

```
%AAL5-3-PAK: Flow Hdr: ([dec]) [chars]
```

Explanation Either the AAL5 data path has received a large packet that is cannot process, or no more buffers are available. The packet has been dropped. The error message contains text that can 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%AAL5-3-RXERR: Flow Hdr: ([dec]) [chars]
```

Explanation The AAL5 datapath has received a packet with AAL5 checksum error. packet has been dropped. The error message contains text that can 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%AAL5-3-RXERR_PAKTYPE: Input Interface [chars]: [chars]

Explanation The AAL5 data path has received a packet with an invalid encapsulation for the type of packet (for example, DATA or CNTL). The packet has been dropped. The error message contains text that can 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

AC Messages

Error Message

%AC-3-ACMGR_INVALID_HDL: Received invalid [chars] handle

Explanation The Attachment Circuit Manager has received 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%AC-3-ACMGR_INVALID_MSG: Received [chars]

Explanation The Attachment Circuit manager has received an invalid message.

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

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

Error Message

%AC-3-ACMGR_MISSED_CIRCUIT: Circuit info missing in [chars] message.

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

Error Message

%AC-3-AC_PROVISION: [chars]

Explanation An error was encountered during Attachment Circuit provisioning or unprovisioning.

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

Error Message

%AC-3-AC_SUBBLOCK: [chars]

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

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

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

Error Message

%AC-3-AC_SANITY : [chars]

Explanation An unexpected sanity check failed during the Attachment Circuit processing.

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

Error Message

%AC-3-AC_VECTOR: [chars]

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

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

Error Message

%AC-3-L2SS_BAD_HANDLE: Corrupted L2SS handle [[hex]].

Explanation An internal L2SS Manager 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%AC-3-L2SS_NULL_CONTEXT: Encountered a NULL context in [chars]

Explanation Encountered a NULL context in L2SS Manager.

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

Error Message

%AC-3-L2SS_UNEXPECTED: Received unexpected [chars] message

Explanation L2SS receive unexpected message.

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

Error Message

%AC-3-L2SS_WRONG_KEYS: Wrong set of keys in [chars] message

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

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

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

ACCESS Messages

The following are Access IE messages.

Error Message

```
%ACCESS_IE-3-INVALID_HANDLE: Caller passed in invalid handle - traceback to follow.
```

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

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

ACE Messages

The following are Access Control Encryption messages.

Error Message

```
%ACE-2-CRYPTOENGERR: Crypto engine error: [chars] ([dec])
```

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

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

Error Message

%ACE-2-INTTABOPERR: Internal [chars] table error: [chars]

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

Recommended Action Contact your technical support representative

Error Message

%ACE-3-BOOTMSGERR: [chars]: boot error: [chars]

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

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

Error Message

%ACE-3-CEAL_REGISTRATION: ACE [chars] failed to register.

Explanation The ACE failed to register with CEAL.

Recommended Action Reset the hardware module.

Error Message

%ACE-3-CRASHDUMPERR: [chars]: crashdump retrieval error: [chars] [chars]

Explanation An error occurred during crashdump file retrieval from ACE.

Error Message

%ACE-3-CRASHDUMPSTART: [chars]: crashdump retrieval initiated to file [chars]

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

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

Error Message

%ACE-3-HAPITRUNC: [chars]: Received truncated HAPI message (tlen=[dec], actual=[dec])

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

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

Error Message

%ACE-3-INITFAIL: [chars]: initialization failed ([chars])

Explanation ACE initialization sequence failed.

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

Error Message

%ACE-3-INVTTID: [chars]: [chars] of invalid [chars] trans id [dec]

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

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

Error Message

%ACE-3-NOENGINESLOT: Interface [chars] has no crypto engine slot

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

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

Error Message

%ACE-3-NOMORETID: [chars]: out of [chars] transactions

Explanation Transaction pool for the indicated transaction type was exhausted.

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

Error Message

%ACE-3-OUTOFID_RL: Too may [chars] IDs in the system. Cannot allocate a new one

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

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

Error Message

%ACE-3-OUTOFRES: Too many [chars] in the system. Cannot allocate a new one

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

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

Error Message

%ACE-3-TRANSERR: [chars]: [chars] trans [hex]; opcode [hex]; param [hex]; error [hex]; retry cnt [dec]

Explanation An error occured in the indicated control transaction.

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

Error Message

%ACE-3-TRANSERR_RL: [chars]: [chars] trans [hex]; opcode [hex]; param [hex]; error [hex]; retry cnt [dec]

Explanation An error occured in the indicated control transaction.

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

Error Message

%ACE-3-TRANSNAK: [chars]: [chars] NAK trans [hex]; opcode [hex]; param [hex]

Explanation An negative acknowledge occured in the indicated control transaction.

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

Error Message

%ACE-3-TRANSTO: [chars]: [chars] trans [hex]; opcode [hex]; param [hex]; too many retries

Explanation An error occured in the indicated control transaction.

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

Error Message

%ACE-3-UNKACE: Received packet from unknown ACE [enet]

Explanation An ACE architecture IPSec hardware accelerator control packet was received from an unknown source.

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

Error Message

%ACE-6-BOOTMSGINFO: [chars]: boot info: [chars]

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

Recommended Action No action is necessary.

Error Message

%ACE-6-CRASHDUMPEND: [chars]: crashdump retrieval complete

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

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

Error Message

%ACE-6-INFO: [chars]: [chars]

Explanation This is informational message from ACE.

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

Error Message

%ACE-6-SWITCHOVER: VPN-SPA switchover: [dec]/[dec] has been [chars] [dec]/[dec]

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

Recommended Action The system performance is not affected. This is an informational message. No action is required.

Error Message

```
%ACE-6-UNEXPIPSEC: RP received unexpected IPsec packet for [IP_address]
(count=[dec])
```

Explanation An IPsec packet was unexpectedly forwarded to the route processor.

Recommended Action If this message was seen while the router was booting, while the hardware crypto accelerator was being enabled, or while an invalid peer IP address was encountered, this message is normal and no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ACE-6-UNEXP_INBOUND_IPSEC: [chars]: received unexpected IPsec packet: src IP:
[IP_address]; dst IP: [IP_address]; (count=[dec])
```

Explanation An IPsec packet was unexpectedly forwarded to the RP.

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

Error Message

```
%ACE-6-UNEXP_OUTBOUND_IPSEC: [chars]: received unexpected IPsec packet: src IP:
[IP_address]; dst IP: [IP_address]; firsthop/lasthop = [chars]/[chars]
(count=[dec])
```

Explanation An IPsec packet was unexpectedly forwarded to the RP.

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

ACLMERGE Messages

Error Message

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

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

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

Error Message

%ACLMERGE-3-CUDDWARN: A CUDD Library warning message for interest in this event in %s

Explanation Debug message only. No action required

Recommended Action Copy and save this message. Report this to Engineering along with the ACL configuration of the device. This is just a debug message of interest to engineering to investigate the case why this happened.

ACLMGR Messages

The following are ACL Manager messages.

Error Message

%ACLMGR-2-NOMAP: Cannot create ACL Manager data structures for VLAN Map [chars]

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

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%ACLMGR-2-NOVLB: Cannot create memory block for VLAN [dec]

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

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

Error Message

%ACL MGR-2-NOVMR: Cannot create VMR data structures for access list [chars]

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

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

Error Message

%ACL MGR-3-ACLTCAMFULL: Acl Tcam Full! Software Forwarding packets on [chars] label [dec] on [chars] [chars]

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

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

Error Message

%ACL MGR-3-AUGMENTFAIL: Augmenting of access-map [chars] on [chars] label [dec] failed

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

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%ACL MGR-3-FEATUREMISMATCH: %s can not be supported with the image running on switch-%d

Explanation A feature has been configured on the stack but can not be supported on one or more switches in the stack. This feature will continue to work on the rest of the switches that support it, but will not be applied to the switches that can not support it. All other features continue to work as expected on the stack.

Recommended Action Upgrade the software running on switches that can not support this feature. Upgrade to a software version that supports this feature.

Error Message

%ACL MGR-3-IECPOR TLABELERROR: ACL labels are out-of-sync on interface %s, label %d is not available on asic %d

Explanation An internal software error has occurred.

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

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ACL MGR-3-INSERTFAIL: Insert of access-map [chars] #[dec] into [chars] label [dec] failed
```

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

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%ACL MGR-3-INTTABLE: Not in truth table: VLMAP %d RACL %d Rtprot %d Mcb %d Feat %d
```

Explanation An unrecoverable software error occurred while trying to merge the configured input features.

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

Error Message

```
%ACL MGR-3-INVALIDL4PORTINDEX: Invalid L4 port array index while processing (%s), number of L4 source ports (0x%x), L4 source port index (0x%x), number of L4 destination ports (0x%x), L4 destination port index (0x%x)
```

Explanation ACL Manager module received invalid value for L4 port array index. The problem can be due to memory corruption or bad system memory.

Recommended Action HACL_L4OP_ERROR

Error Message

```
%ACL MGR-3-INVALIDPARAM: Invalid %s %d encountered
```

Explanation ACL Manager has encountered an invalid parameter value.

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

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

Error Message

%ACLMGR-3-MAXRECURSION: Too many (%d) levels of recursion while merging ACLs (code %d).

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

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

Error Message

%ACLMGR-3-MAXRECURSION: Too many ([dec]) levels of recursion while merging ACLs (code [dec]).

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

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

Error Message

%ACLMGR-3-MERGEFAIL: [chars] ACL merge error [dec] ([chars]) on [chars] label [dec]

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

Recommended Action Try specifying a smaller and less complicated configuration.

Error Message

%ACLMGR-3-NOLABEL: Cannot allocate [chars] label for vlan-id [dec]

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

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

Error Message

%ACLMGR-3-OUTTABLE: Not in truth table: RACL %d VLMAP %d

Explanation An unrecoverable software error occurred while trying to merge the configured output features.

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

Error Message

%ACLMGR-3-PACLTTABLE: Not in truth table: IPSrcGrd %d PACL %d Rtprot %d

Explanation An unrecoverable software error occurred while trying to merge the configured port acl features.

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

Error Message

%ACL MGR-3-QOSTTABLE: Not in truth table: ACL %d in map, action %d

Explanation A software error occurred while trying to merge a QoS Policy Map

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

Error Message

%ACL MGR-3-RELOADED: Reloading [chars] label [dec] feature

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

Recommended Action No action is required.

Error Message

%ACL MGR-3-UNKNOWNACTION: Unknown VMR access group action [hex]

Explanation An internal software error has occurred.

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

%ACL MGR-3-UNKNOWNL4OPERATION: Unknown L4 operation 0x%x

Explanation ACL Manager module received invalid value for L4 operation. The problem can be due to memory corruption or bad system memory.

Recommended Action HACL_L4OP_ERROR

Error Message

%ACL MGR-3-UNLOADING: Unloading [chars] label [dec] feature

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

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

Error Message

%ACL MGR-4-ACLTCAMFULL: %sACL TCAM Full. Software Forwarding packets on %s label %d on %s %s

Explanation The ACL configuration is too large to fit in the platform-specific ACL TCAM table.

Recommended Action Simplify the ACLs applied to interfaces, or reduce their number.

Error Message

%ACL MGR-4-RELOADED: Reloading %s %s label %d %s %sfeature

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

Recommended Action No action is required.

Error Message

%ACL MGR-4-RELOADEDSPAN: Reloading %s session %d %s feature

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

Recommended Action No action is required.

Error Message

%ACL MGR-4-UNLOADING: Unloading %s %s label %d %s %sfeature

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

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

Error Message

%ACLMGR-4-UNLOADINGFSPAN: Unloading %s session %d %s feature

Explanation The ACL Manager was unable to fit the complete Flow based SPAN configuration into the hardware, so this feature has been temporarily disabled for the given session.

Recommended Action Allocate more space to the ACL section of the TCAM by choosing an SDM template with more ACL TCAM space, and reboot the switch. You may also use a simpler ACL configuration and/or use the same ACLs on multiple interfaces, if possible.

Error Message

%ACL_ASIC-4-INTR_THROTTLE: Throttling '[chars]' interrupt exceeded permitted [int]/[dec] interrupts/msec

Explanation This message indicates an excessive number of interrupts. The system performs throttling to keep the switch processor safe.

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

ACR Messages

The following are the ACR messages.

Error Message

%ACR-1-ISSU_NOMEMORY: Unit [dec], no memory for [chars]

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

%ACR-3-ACRIFADD: [chars] interface add failed for ACR group [dec].

Explanation An attempt to add an interface to the ACR group 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show acr all** command and your pertinent troubleshooting logs.

Error Message

```
%ACR-3-ACRIFDEL: [chars] interface del failed for ACR group [dec].
```

Explanation An attempt to delete an interface from the ACR group 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. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show acr all** command and your pertinent troubleshooting logs.

Error Message

```
%ACR-3-ACRPVCDISABLE: PVC Disable failed for VCD= [dec] on [chars] interface of ACR interface [chars].
```

Explanation An attempt to disable a PVC on the ACR physical interface has failed.

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

Error Message

%ACR-3-ACRVPDISABLE: VP Disable failed for VPI= [dec] on [chars] interface of ACR interface [chars].

Explanation An attempt to disable a VP on the ACR physical interface 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 non-zipped, plain-text (.txt) format: the output of **show acr group** and show acr group detail command and your pertinent troubleshooting logs.

Error Message

%ACR-3-ACRVPENABLE: VP Enable failed for VPI= [dec] on [chars] interface of ACR interface [chars].

Explanation An attempt to enable a VP on the ACR physical interface 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 non-zipped, plain-text (.txt) format: the output of **show acr group** and show acr group detail command and your pertinent troubleshooting logs.

Error Message

%ACR-3-ISSU_SENDFAILED: ACR ISSU: send message failed, rc = [dec]

Explanation The sending of a message has failed.

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

Error Message

```
%ACR-4-ISSU_INCOMPATIBLE: acr-issu-compat: returned FALSE
```

Explanation The compatibility checking has failed.

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

Error Message

```
%ACR-4-ISSU_XFORM: [chars]: failed, rc=[chars]
```

Explanation The transform has failed.

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

Error Message

```
%ACR-6-ACRPVCADD: PVC creation failed for VCD= [dec] on [chars] interface of ACR interface [chars].
```

Explanation An attempt to create a PVC on ACR physical interface 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 non-zipped, plain-text (.txt) format: the output of **show acr group** and **show acr group detail** command and your pertinent troubleshooting logs.

Error Message

%ACR-6-ACRPVCENABLE: PVC Enable failed for VCD= [dec] on [chars] interface of ACR interface [chars].

Explanation An attempt to enable a PVC on the ACR physical interface 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 non-zipped, plain-text (.txt) format: the output of **show acr group** and show acr group detail command and your pertinent troubleshooting logs.

Error Message

%ACR-6-ACRVPADD: VP creation failed for VPI= [dec] on [chars] interface of ACR group [chars].

Explanation An attempt to create a VP on the ACR physical interface 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 non-zipped, plain-text (.txt) format: the output of **show acr group** and show acr group detail command and your pertinent troubleshooting logs.

Error Message

%ACR-6-ACRVPDEL: PVC deletion failed for VPI= [dec] on [chars] interface of ACR group [chars].

Explanation An attempt to delete a VP on the ACR physical interface 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 non-zipped, plain-text (.txt) format: the output of **show acr group** and show acr group detail command and your pertinent troubleshooting logs.

ADAPTER Messages

Error Message

%ADAPTER-0-DIAGDATA: Module Call: [hex][hex] Error ID: [hex][hex]

Explanation A diagnostic routine has detected a failure in the ECA hardware. The indicated codes are used to locate the specific component that failed.

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.

Error Message

%ADAPTER-0-DIAGFAIL: Port [dec] failed the [chars] diagnostic

Explanation A diagnostic routine has failed. The specified port will not be used.

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.

Error Message

%ADAPTER-0-DIAGTERM: Port [dec]: The [chars] diagnostic failed to terminate

Explanation A diagnostic routine did not end when expected. The specified port will not be used.

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.

Error Message

%ADAPTER-0-LOADFAIL: Port [dec] microcode load failed.

Explanation Each adapter has an onboard microprocessor. This message indicates that the operation to load the code for that microprocessor has failed.

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.

Error Message

%ADAPTER-0-START_FAIL: Diagnostics failed for port [dec], start request ignored.

Explanation Prior to receipt by the adapter of a start command from the Route Processor, a set of diagnostics is run. If one of them fails, then the adapter will not be started when the start command is issued.

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.

Error Message

%ADAPTER-6-BADREQUEST: Bad request code [dec] generated on port [dec]

Explanation A request was sent to the function that handles general requests for the specified port. The request code was not in a range recognized by that function.

Recommended Action The CIP has recovered by ignoring the request. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%ADAPTER-6-BADSTATE: Bad state: port [dec], request code [dec], state [dec], flags [hex]

Explanation The specified port was in an invalid state while it was attempting to process the specified general request.

Recommended Action The CIP recovered by forcing the port into a valid state. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%ADAPTER-6-DIAGBEGIN: [chars] diagnostic starting

Explanation The user has used the test cbus command to request a particular adapter diagnostic to be run. This message informs the user that the diagnostic routine has started.

Recommended Action Wait for the next message.

Error Message

%ADAPTER-6-DIAGDATA2: Module Call: [hex][hex] Error ID : [hex][hex]

Explanation A diagnostic routine has detected a failure in the ECA hardware. The indicated codes are used to locate the specific component that failed.

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.

Error Message

%ADAPTER-6-DIAGFAIL2: [chars] diagnostic failed

Explanation A diagnostic requested by the test cbus command has failed.

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.

Error Message

%ADAPTER-6-DIAGGOOD2: [chars] diagnostic ran successfully

Explanation A diagnostic requested by the test cbus command has completed successfully.

Recommended Action No action is required.

Error Message

%ADAPTER-6-DIAGRANGE: Diagnostic number ([dec]) out of range 0-[dec]

Explanation The diagnostic number requested by the test cbus command is invalid.

Recommended Action Reenter the command with a valid diagnostic number.

Error Message

%ADAPTER-6-DIAGSTOP: Interface must be shutdown to run diagnostic

Explanation The test cbus command was used to run a diagnostic on an active interface. The interface must be shut down before the diagnostic is run.

Recommended Action Use the shutdown command to stop the interface and then reissue the diagnostic request.

Error Message

%ADAPTER-6-DIAGTERM2: [chars] diagnostic failed to terminate

Explanation A diagnostic requested by the test cbus command did not end when expected.

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.

Error Message

%ADAPTER-6-LOGDATA: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

Explanation An error has occurred in the adapter. The information displayed will help software developers determine the nature of the error.

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.

Error Message

%ADAPTER-6-LOGOUT: Port [dec] logout data. Adapter microcode [hex]

Explanation This message indicates the start of the logout data. Logout data occurs whenever a problem is detected on the port adapter or, with an ECA, on the fiber.

Recommended Action If this message is being continually generated on a new installation, it may indicate that the fiber is not connected properly. Verify that the connector is firmly seated. If a loose fiber was not the cause of these messages, report this message to your Cisco technical support representative.

Error Message

%ADAPTER-6-LOGSAME: [hex] to [hex] same as above

Explanation This message is used when logout information is displayed to avoid printing duplicate data.

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.

Error Message

%ADAPTER-6-NO_CHAN_EV_BUF: No channel event buffer: Daughter board [dec]

Explanation Channel link incident events are being dropped by the channel adapter because of an overflow of incidents.

Recommended Action Use SNMP to poll the CIP for the current LIR counts.

Error Message

%ADAPTER-6-NO_CHAN_EV_POOL: Could not allocate channel event pool

Explanation There is insufficient memory on the channel adapter to allocate buffers used for generating channel adapter events. Unless the memory is increased, no channel link incident events (SNMP traps) will be generated.

Recommended Action Add more memory to the channel adapter.

Error Message

%ADAPTER-6-SCAN: Port [dec] scan data. Adapter microcode [hex]

Explanation This message precedes the SCANDATA error message for the adapter in the specified port. This scan is usually produced as a result of a hardware error.

Recommended Action Report the entire error message, including the SCANDATA error message that follows it, to your Cisco technical support representative.

Error Message

%ADAPTER-6-SCANDATA: [hex] [hex] [hex] [hex] [hex]

Explanation The data in this message is related to the hardware failure of an adapter.

Recommended Action Report the entire error message, including the preceding SCAN error message, to your Cisco technical support representative.

Error Message

%ADAPTER-6-WRAP: Wrap plug detected in port [dec]. Wrap loop started.

Explanation A wrap plug is installed in the specified port. Wrap diagnostics will run until the wrap plug is removed, if this is the only adapter, or until both adapters have wrap plugs installed.

Recommended Action Remove the wrap plug and connect the interface to a channel.

Error Message

%ADAPTER-6-WRAPSTOP1: Wrap plug removed from port [dec]. Wrap loop ended.

Explanation The wrap plug has been removed, causing the wrap diagnostics to end.

Recommended Action No action is required.

Error Message

%ADAPTER-6-WRAPSTOP2: Port [dec] active. Port [dec] wrap loop ended.

Explanation The wrap diagnostics have ended because the other adapter is active.

Recommended Action Remove the wrap plug and connect the interface to a channel if you wish to use this adapter. Otherwise, no action is required.

ADJ Messages

The following are adjacency subsystem messages.

Error Message

%ADJ-3-ABNORMALSHUTDOWN: Memory expected to be freed is still in use on adj system shutdown

Explanation An internal software error has occurred.

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

%ADJ-3-ADJDELMSG: Invalid delete message length [dec]

Explanation An internal software error has occurred.

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.

Error Message

%ADJ-3-ADJFIBIDB: Adjacency update with invalid fibidb([dec])

Explanation An internal software error has occurred.

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.

Error Message

%ADJ-3-ADJGENALLOCATEFAIL: Failed to allocate memory [chars]

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

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

%ADJ-3-ADJGENDEALLOCATEFAIL: Failed to deallocate memory [chars]

Explanation An internal software error has occurred.

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

%ADJ-3-ADJMGRALLOCATEFAIL: Failed to allocate an adjacency summary event block

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

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

%ADJ-3-ADJMGRDISPATCHFAIL: Failed to enqueue an adjacency summary event block

Explanation An internal software error has occurred.

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

%ADJ-3-ADJMGRREFRESHFAIL: Failed to dispatch a refresh adjacency summary event

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%ADJ-3-ADJSTACK2: Adj stack2 error %s: %s

Explanation An internal software error occurred.

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

Error Message

%ADJ-3-ALLOCATEFAIL: Failed to allocate an adjacency

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%ADJ-3-ALLOCATEONDOWN: Allocating adj when adj subsystem down

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the 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

%ADJ-3-BADADDRLEN: Zero address length detected distributing adj [chars]

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

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

%ADJ-3-BADADDRTYPE: Using an unsupported address type [dec] when trying to add/delete/modify/find an adjacency

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

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

%ADJ-3-BADLINKTYPE: Using an unsupported linktype [chars] when trying to add/delete/modify/find an adjacency

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

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

%ADJ-3-BADMACALIGN: adjacency mac string end [hex] not [chars] aligned

Explanation An internal software error has occurred.

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

%ADJ-3-BADMACALIGN2: Adjacency mac string for [chars] not byte aligned, offset [hex], length [hex]

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. 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

%ADJ-3-BADMAGIC: adjacency [chars] is followed by bad magic

Explanation An internal software error has occurred.

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

%ADJ-3-BOARDENCAP: Generation of encapsulation string for [chars] failed

Explanation An internal software error has occurred.

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

%ADJ-3-BROKERINITFAIL: Failed to initialise adjacency RP broker facility

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ADJ-3-BUNDLES: Adj bundles: [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ADJ-3-DBGFILTERALLOCATEFAIL: Failed to allocate an adjacency debug filter block
```

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

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

```
%ADJ-3-FEATURE: Adj features: [chars][chars][chars]
```

Explanation An internal software error has occurred.

Error Message

```
%ADJ-3-ILALLOCATEFAIL: Failed to allocate an adjacency interest list subblock
```

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

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

%ADJ-3-ILDEALLOCATEFAIL: Failed to deallocate an adjacency interest list subblock

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

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

%ADJ-3-ILINITFAIL: Failed to initialise adjacency interest list facility

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%ADJ-3-ILLEGALARGS: Illegal arguments - [chars]

Explanation An internal software error has occurred.

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

%ADJ-3-INVALIDADJTYPE: Invalid adjacency type ([dec])

Explanation An internal software error has occurred.

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

Error Message

%ADJ-3-LCXDRCLIENT: Adjacency distribution client: [chars]

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%ADJ-3-MACOVERFLOW: Adjacency mac address for [chars] overflowed by [dec] bytes

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ADJ-3-NOFIBIDB: CEF Interface not found - [chars]
```

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ADJ-3-NOMATCH: Adj=[hex] index=[dec] tbl_entry=[hex]
```

Explanation An internal software error has occurred.

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

Error Message

```
%ADJ-3-NULLFIBHWIDB: Add [chars] with null cef hwidb([chars])
```

Explanation An internal software error has occurred.

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.

Error Message

```
%ADJ-3-NULLFIBIDB: Add [chars] with null cef idb
```

Explanation An internal software error has occurred.

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.

Error Message

%ADJ-3-RESOLVE_REQ: Adj resolve request: [chars] [chars] [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. 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

%ADJ-3-RPXDRCLIENT: Adjacency distribution client: [chars]

Explanation An internal software error has occurred.

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

%ADJ-3-SBINITFAIL: Failed to initialise adjacency subblock facility

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%ADJ-3-STATETRANSITION: Unexpected state transition from [chars] to [chars]

Explanation An internal software error has occurred.

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

%ADJ-3-TYPENOTISSUAWARE: Bundle type [chars] must be ISSU aware to send to slot(s) [chars]

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

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

%ADJ-3-XDRBADMAGIC: xdr message for [chars] spilled out of allocated static storage

Explanation An internal software error has occurred.

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

%ADJ-5-ADJISSUINCOMPATIBLE: All or part of adjacency message for %s not sent to incompatible CEF instance for %s

Explanation The adjacency is not distributed in whole to the remote CEF instance. This may impact traffic forwarding on remote CEF instance

Recommended Action No action is required.

Error Message

%ADJ-5-PARENT: Midchain parent maintenance for %s - %s

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

Recommended Action No action is required.

AESOP_AIM Messages

The following are Service Engine AIM messages.

Error Message

%AESOP_AIM-1-INITFAIL: AIM slot [dec]: PCI device [dec] initialization failed

Explanation The Service Engine AIM has failed to initialize.

Recommended Action Power off the system, reseal the interface card, and reboot the system.

AFLSEC Messages

The following are the AFLSEC messages.

Error Message

%AFLSEC-6-OALDP: [chars] icmp [IP_address] - [IP_address] ([dec]/[dec]), [dec] packet [chars]

Explanation Packet(s) matching the optimized ACL log criteria 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

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

Error Message

```
%AFLSEC-6-OALNP: [chars] ip protocol=[dec] [IP_address] - [IP_address], [dec]
packet[chars]
```

Explanation Packet(s) matching the optimized ACL log criteria 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%AFLSEC-6-OALP: [chars] [chars] [IP_address]([dec]) - [IP_address]([dec]), [dec]
packet[chars]
```

Explanation Packet(s) matching the optimized ACL log criteria 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%AFLSEC-6-OALRL: Oal logging rate-limited or missed [dec] packet[chars]
```

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

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

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

Error Message

```
%AFLSEC-6-OALRP: [chars] igmp [IP_address] - [IP_address] ([dec]), [dec]
packet [chars]
```

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

AGGMGR Messages

The following are the aggregation manager messages.

Error Message

```
%AGGMGR-0-NO_SPACE: No space left for creator '[chars]' to add data item to agg
list (items [dec] max [dec] remaining [dec])
```

Explanation An attempt to add an item to an aggregation list has failed. The creation of the aggregation list was successful, but for an unknown reason the addition failed. This is considered an internal error. There is no current workaround.

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

AHDLC_TRINIAN Messages

Error Message

%AHDLC_TRINIAN-1-DISCOVER: Found [dec] interfaces on bay [dec], shutting down bay

Explanation The number of interfaces found was not the number that was expected. This condition possibly indicates a hardware failure.

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

Error Message

%AHDLC_TRINIAN-3-BADCHANNEL: chid [dec]

Explanation The AHDLC driver has detected that the channel number is greater than what is supported.

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

Error Message

%AHDLC_TRINIAN-3-BADDEV: packet received for unknown device

Explanation The channel encapsulation has become 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%AHDLC_TRINIAN-3-BADDEVCH: packet received for unknown device channel [dec]
```

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

Error Message

```
%AHDLC_TRINIAN-3-BADHW: Bad Hardware
```

Explanation The AHDLC hardware did not initialize.

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

Error Message

```
%AHDLC_TRINIAN-3-DOWNLOAD: download fail at [hex], expect=[hex], readback=[hex]
```

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

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

Error Message

```
%AHDLC_TRINIAN-3-NOCH: packet received for unknown resource manager channel [dec]
```

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

Error Message

```
%AHDLC_TRINIAN-3-NOMEMORY: No Memory for channel allocation
```

Explanation The AHDLC driver could not allocate memory for the channel.

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

Error Message

```
%AHDLC_TRINIAN-3-NOTAHDLC: Device reported [hex]
```

Explanation The AHDLC hardware has failed. A non-AHDLC device pointed at the software for the AHDLC.

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

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

Error Message

%AHDLC_TRINIAN-3-NOTAHDLCHW: Bad HWIDB returned.

Explanation The AHDLC driver detected that the CDMA software invoked the AHDLC driver with an incorrect engine ID.

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

Error Message

%AHDLC_TRINIAN-3-PAKOVERFLOW: packet buffer, pak=[hex], size=[dec]

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

Error Message

%AHDLC_TRINIAN-3-PAKTOOBIG: packet buffer, pak=[hex], size=[dec]

Explanation A software or hardware error has occurred. The AHDLC driver received a packet from an application that was larger than the expected 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

Error Message

```
%AHDLC_TRINIAN-3-SEQERR: rsc_mgr_chid [dec], receive=[dec], expect=[dec]
```

Explanation A software or hardware error has occurred. The AHDLC driver detected that the transmit 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

```
%AHDLC_TRINIAN-3-TXOVERRUN: dev [dec] chid [dec], particle_count=[dec]
```

Explanation The AHDLC driver detected that the outstanding Tx buffer has exceeded its maximum allowance.

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

Error Message

```
%AHDLC_TRINIAN-3-TXQFULL: pak=[hex], particle_count=[dec], wp=[dec], rp=[dec]
```

Explanation A software or hardware error has occurred. The AHDLC driver detected that the transmit 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

```
%AHDLC_TRINIAN-6-SHUTDOWN: [chars] shutting down
```

Explanation The specified AHDLC driver is shutting down. The driver may have been physically removed.

Recommended Action No action is required.

AICMGMT Messages

Error Message

```
%AICMGMT-1-AIC_ALERT: AIC Slot [int]: [chars]
```

Explanation The Alarm Interface Controller network module in the specified slot has forwarded this error message to the Cisco&#amp;#160;IOS software. This error is localized to the Alarm Interface Controller network module and does not involve the Cisco&#amp;#160;IOS software.

Recommended Action Consult the documentation for the Alarm Interface Controller network module for information about the described condition.

Error Message

```
%AICMGMT-2-AIC_CRITICAL: AIC Slot [int]: [chars]
```

Explanation The Alarm Interface Controller network module in the specified slot has forwarded this error message to the Cisco&#amp;#160;IOS software. This error is localized to the Alarm Interface Controller network module and does not involve the Cisco&#amp;#160;IOS software.

Recommended Action Consult the documentation for the Alarm Interface Controller network module for information about the described condition.

Error Message

```
%AICMGMT-3-AIC_ERR: AIC Slot [int]: [chars]
```

Explanation The Alarm Interface Controller network module in the specified slot has forwarded this error message to the Cisco&#amp;#160;IOS software. This error is localized to the Alarm Interface Controller network module and does not involve the Cisco&#amp;#160;IOS software.

Recommended Action Consult the documentation for the Alarm Interface Controller network module for information about the described condition.

Error Message

```
%AICMGMT-4-AIC_UNEXPVER: AIC Slot [int]: management message version mismatch -
[hex] [hex] [hex] [hex]
```

Explanation The Cisco IOS software image and the firmware version of the Alarm Interface Controller network module may be incompatible. The four bytes that are specified in the error string represent the version of the current Alarm Interface Controller network module firmware. To see the expected version for the Alarm Interface Controller network module firmware (specified when the current Cisco IOS image was produced), enter the show alarm-interface slot# command.

Recommended Action To correct the mismatched versions, replace the installed version of the Cisco IOS software image or the version of the firmware of the Alarm Interface Controller network module, or replace both versions. The Cisco documentation for release notes and field notices will provide information on the versions that are compatible. This message is only a warning. It does not imply that errors will occur if the system continues to run with the mismatched versions. If you decide to contact a Cisco technical support representative for assistance, first enter the show alarm-interface slot# command for the slot that was specified in the error message. Report the gathered information, along with the version of Cisco IOS software used, to your Cisco technical support representative.

Error Message

```
%AICMGMT-4-AIC_WARNING: AIC Slot [int]: [chars]
```

Explanation The Alarm Interface Controller network module in the specified slot has forwarded this error message to the Cisco IOS software. This error is localized to the Alarm Interface Controller network module and does not involve the Cisco IOS software.

Recommended Action Consult the documentation for the Alarm Interface Controller network module for information about the described condition.

AIM Messages

The following are advanced interface module (AIM) messages.

Error Message

```
%AIM-2-AIMSUPP: AIM type [dec] is not supported by this platform.
```

Explanation The AIM that is installed is not supported by this platform.

Recommended Action Power off the router and replace the AIM card.

Error Message

```
%AIM-2-AIMUNSUPP: AIM type [hex] is not supported by this platform.
```

Explanation The AIM that is installed is not supported by this platform.

Recommended Action Power off and replace the AIM card.

Error Message

%AIM2CUE-1-INITFAIL: Slot [dec]: [chars]

Explanation The initialization of the Internal Service Module has failed.

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

Error Message

%AIM2CUE-1-SUPPORTCUE2: Slot [dec]: [chars]

Explanation The AIM2-APPRE-104-K9 and AIM2-CUE-K9 are not supported for use in AIM1 (Slot 1).

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

AIP Messages

Error Message

%AIP-3-AIPFAILSETUPVC: [chars] Failed to setup vc [dec] (Cause: [chars])

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

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

Error Message

```
%AIP-3-AIPFAILSETUPVCAVG: Interface [chars], Failed to setup vc [dec] (Cause:
[chars]) Expected range [[dec] .. [dec]]Kbps for AIP Average Rate Metering.
Average Rate=Peak Rate= [dec] Kbps turns Average Rate Metering OFF
```

Explanation A software or hardware error occurred.

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

Alarm Messages

The following are Telco chassis alarm related messages.

Error Message

```
%ALARM-1-CRITICAL_ALARM: CRITICAL alarm condition detected
```

Explanation A critical alarm event that needs immediate attention has occurred. The system will shut down within two minutes.

Recommended Action Check the source of the critical alarm to take any corresponding action. Do not power on unless the situation is corrected. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%ALARM-2-MAJOR_ALARM: Major alarm condition detected
```

Explanation A major alarm event that will affect system service has occurred.

Recommended Action Either correct or note this condition. Check the source of the major alarm and take corresponding actions.

Error Message

```
%ALARM-3-CLEAR: %s %s %s %s %s %ALARM-3-MINOR_ALARM: Minor alarm condition detected
```

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

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

Error Message

```
%ALARM-3-MINOR_ALARM: Minor alarm condition detected
```

Explanation An minor alarm event that does not affect the system service has occurred.

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

Error Message

```
%ALARM-3-NOCLASS: Unknown Alarm Severity Class
```

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

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

Error Message

%ALARM-3-NOMEM: OUT of Memory: %s

Recommended Action .**Error Message**

%ALARM-3-NOMESSAGES: No alarm messages left

Explanation No more alarm messages are available in the message cache

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

Error Message

%ALARM-3-NORESOURCES: Failed to [chars] [chars] alarms for [chars].

Explanation System resources were insufficient to process the alarm request.

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

Error Message

%ALARM-3-NOSOURCE: Attempt to set alarm status for undefined source

Explanation The alarm subsystem has no record of this alarm source. Either the source has not been registered or it has been deleted.

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

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

Error Message

%ALARM-3-NOTYPE: Attempt to change alarm status for undefined type

Explanation The alarm subsystem has no record of this type of alarm. Either the alarm type has not been registered or it has been deleted.

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

Error Message

%ALARM-3-TOOMANYSOURCES: Max number of alarm sources exceeded

Explanation Too many alarm sources were added by the system

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

Error Message

%ALARM-6-ENTITY_INFO: [chars] [chars] [chars] [chars] [chars]

Explanation This messages indicates entity alarm assertion or deassertion information.

Recommended Action No action is required.

Error Message

```
%ALC-3-CMDERR: ([dec]/[dec]) Interface ([chars]): [chars] IPC command fails  
(cause: [hex])
```

Explanation The ATM RP driver has experienced an IPC command error.

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.

Error Message

```
%ALC-3-EVENT: ([dec]/[dec]) Interface ([chars]): unknown IPC event ([int]) from  
linecard
```

Explanation The ATM RP driver has received a unknown event from the line card.

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.

Error Message

```
%ALC-3-INIT: ATM driver ([int]/[int]) initialization [chars].
```

Explanation The ATM RP driver has experienced a software initialization error.

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.

Error Message

```
%ALC-3-VCADJ: ([dec]/[dec]) Per-VC adjacency error: VC :[int] [chars]
```

Explanation The ATM RP driver has experienced a per-VC adjacency software error.

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.

Error Message

```
%ALC-3-VCENCTYPE: ([dec]/[dec]) VC :[int] unknown VC encapsulation type ([int])
```

Explanation The ATM RP driver has experienced an unknown VC encapsulation software error.

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.

Error Message

%ALC-4-HIRATE: ([dec]/[dec]) Interface ([chars]): SAR limits VBR VC PCR to [dec] kbps, opening UBR VC instead

Explanation The SAR sublayer limits VBR VC PCR to one-half of the link bandwidth.

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.

Error Message

%ALC-4-NULLCEFIDB: ([dec]/[dec]) Interface ([chars])

Explanation CEF IDB is missing from this interface.

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.

Error Message

%ALC-4-UNSUP: ([dec]/[dec]) Interface ([chars]): unsupported feature: [chars]

Explanation This feature is not supported by Internet router ATM RP.

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.

ALIGN Messages

Error Message

%ALIGN-1-FATAL: [chars]

Explanation An alignment error has occurred. Alignment errors are caused by misaligned reads and writes. For example, a two-byte read of a memory address that is not a multiple of two bytes is an alignment error. Alignment errors are caused by internal software failures. The system will be reloaded, often with a bus error.

Recommended Action This message is caused by a software failure. To take advantage of recent fixes, upgrade your system to the latest Cisco IOS software release in your release train. If this message recurs, copy the error message text exactly as it appears on the console or in the system log, enter the show log, show alignment and show tech-support commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%ALIGN-3-CORRECT: Alignment correction made at 0x%x %sing 0x%x

Explanation A software component within the router needs memory optimization.

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

Error Message

%ALIGN-3-CORRECT_SO: Alignment correction made at %s %sing %s

Explanation A software component within the router needs memory optimization.

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

Error Message

%ALIGN-3-FULL: Alignment log is full - no new entries will be recorded

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

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

Error Message

%ALIGN-3-READEXCEPTION: Warning : read access failed at %s, still continuing

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

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

Error Message

%ALIGN-3-RO_WRITE: Spurious memory access made at 0x%x writing to 0x%x

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

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

Error Message

`%ALIGN-3-SPURIOUS: Spurious memory access made at 0x%x reading 0x%x`

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

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

Error Message

`%ALIGN-3-SPURIOUS_SO: Spurious memory access made at %s reading %s`

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

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

Error Message

`%ALIGN-3-TRACE: -Traceback= %08x %08x %08x %08x %08x %08x %08x %08x`

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

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

Error Message

`%ALIGN-3-TRACEX: %s`

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. `%ALIGN-3-TRACE_SO: -Traceback= %s`

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

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

Error Message

%ALIGN-3-TRACE_SO: -Traceback= [chars]

Explanation This trace message indicates where the previously reported alignment 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.

ALPS Messages

Error Message

%ALPS-3-ALPSFAIL: ALPS: Assertion failed: [chars]

Explanation An internal software error has occurred.

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

Error Message

%ALPS-3-ASCU_FSM_ERR: ASCU %02x on interface %s has an internal FSM error.

Explanation Internal error.

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

Error Message

%ALPS-3-ASCU_IF_STUCK: Polling for ASCU [hex] on interface [chars] is stalled.

Explanation The polling mechanism for an ALPS interface has stalled.

Recommended Action No action is required.

Error Message

%ALPS-5-ASCU_DISABLED_ASCU_STUCK: ASCU [hex] on interface [chars] has been disabled since 4 consecutive messages were received from same SID.

Explanation An ALPS ASCU has been automatically disabled.

Recommended Action No action is required.

Error Message

%ALPS-5-ASCU_DOWN: ASCU [hex] on interface [chars] is down.

Explanation An ALPS ASCU has transitioned from up to down.

Recommended Action No action is required.

Error Message

%ALPS-5-ASCU_UP: ASCU [hex] on interface [chars] is up.

Explanation An ALPS ASCU has transitioned from down to up.

Recommended Action No action is required.

Error Message

%ALPS-5-CIRCUIT_CLOSED: Circuit [chars] changed state to closed, rsn = [chars].

Explanation An ALPS circuit has transitioned from open to closed

Recommended Action No action is required.

Error Message

%ALPS-5-CIRCUIT_OPEN: Circuit [chars] changed state to open.

Explanation An ALPS circuit has transitioned from closed to open.

Recommended Action No action is required.

Error Message

%ALPS-5-PEER_CLOSED: Peer (%i, %s) changed state to closed.

Explanation An ALPS peer connection is now closed.

Recommended Action No action is required.

Error Message

%ALPS-5-PEER_CLOSED_DYNAMIC_INACTIVITY: Peer ([IP_address], [chars]) closed due to inactivity.

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

Recommended Action No action is required.

Error Message

%ALPS-5-PEER_CONN_ID_CHANGE: Peer ([IP_address], [chars]) ID modified to ([IP_address], [chars]).

Explanation An ALPS peer connection identifier has changed.

Recommended Action No action is required.

Error Message

%ALPS-5-PEER_OPEN: Peer ([IP_address], [chars]) changed state to open.

Explanation An ALPS peer connection is now open.

Recommended Action No action is required.

Error Message

%ALPS-6-CIRCUIT_ASCU_REJECT: Circuit [chars] received a Circuit Open Confirm with a list of rejected ascus

Explanation An ALPS circuit sent a Circuit Open Request message and received a Circuit Open Confirm with a list of rejected ASCUs.

Recommended Action No action is required.

Error Message

%ALPS-6-CIRCUIT_BUSY_START: Circuit [chars] has entered a congested state.

Explanation An ALPS circuit is experiencing congestion.

Recommended Action No action is required.

Error Message

%ALPS-6-CIRCUIT_OPEN_FAILED: Circuit [chars] received a Circuit Open Failed message, rsn = [chars].

Explanation An ALPS circuit sent a Circuit Open Request message and received a Circuit Open Failed message as a reply.

Recommended Action No action is required.

Error Message

%ALPS-6-CIRCUIT_UPDATE_FAILED: Circuit [chars] received a Circuit Open Failed message, rsn = [chars].

Explanation An ALPS circuit sent a Circuit Update message and received a Circuit Open Failed message as a reply.

Recommended Action No action is required.

Error Message

%ALPS-6-CIRCUIT_X25_VC_STUCK: Host unresponsive on X.25 VC for circuit %s

Explanation The X.25 or EMTOX host is not advancing the transmit window for extended periods of time. This may be indicative of a temporary problem with the host application. An X.25 Reset is sent to reset the transmit and receive windows to allow communication to proceed.

Recommended Action None

Error Message

%ALPS-6-PEER_BUSY_END: Peer ([IP_address], [chars]) has exited a congested state.

Explanation An ALPS peer connection is no longer experiencing congestion.

Recommended Action No action is required.

Error Message

%ALPS-6-PEER_BUSY_START: Peer ([IP_address], [chars]) has entered a congested state.

Explanation An ALPS peer connection is experiencing congestion.

Recommended Action No action is required.

Error Message

%ALPS-6-PEER_OPEN_FAIL: Peer ([IP_address], [chars]) open failed, rsn = [chars]

Explanation An attempt to open an ALPS peer connection has failed.

Recommended Action No action is required.

Error Message

%ALPS-7-CIRCUIT_BUSY_END: Circuit [chars] has exited a congested state.

Explanation An ALPS circuit is no longer experiencing congestion.

Recommended Action No action is required.

Error Message

%ALPS-7-CIRCUIT_DROPS_CKT_DISABLED: Threshold exceeded for circuit disabled drops for circuit [chars]

Explanation The number of ALPS circuit drops caused by a disabled circuit exceeds the ALPS circuit threshold value.

Recommended Action No action is required.

Error Message

%ALPS-7-CIRCUIT_DROPS_INVALID_ASCU: Threshold exceeded for invalid ASCU drops for circuit [chars]

Explanation The number of ALPS circuit drops caused by an invalid ASCU identifier exceeds the ALPS circuit threshold value.

Recommended Action No action is required.

Error Message

%ALPS-7-CIRCUIT_DROPS_LIFETIME_EXPIRED: Threshold exceeded for lifetime timer expiration drops for circuit [chars]

Explanation The number of ALPS circuit drops due to lifetime timer expiration exceeds the ALPS circuit threshold value.

Recommended Action No action is required.

Error Message

%ALPS-7-CIRCUIT_DROPS_QUEUE_OVERFLOW: Threshold exceeded for queue overflow drops for circuit [chars]

Explanation The number of ALPS circuit drops caused by queue overflow exceeds the ALPS circuit threshold value.

Recommended Action No action is required.

Error Message

%ALPS-7-CIRCUIT_DROPS_VC_RESET: Threshold exceeded for X.25 VC Reset drops for circuit [chars]

Explanation The number of ALPS circuit drops caused by an X.25 VC reset exceeds the ALPS circuit threshold value.

Recommended Action No action is required.

Error Message

%ALPS-7-PEER_DROPS_MAX_SIZE_EXCEEDED: Threshold exceeded for maximum size exceeded drops for peer ([IP_address], [chars]).

Explanation The number of ALPS peer drops caused by surpassing maximum size exceeds the ALPS peer threshold value.

Recommended Action No action is required.

Error Message

%ALPS-7-PEER_DROPS_PEER_UNREACHABLE: Threshold exceeded for peer unreachable peer drops for peer ([IP_address], [chars]).

Explanation The number of ALPS peer drops caused by a peer unreachable condition exceeds the ALPS peer threshold value.

Recommended Action No action is required.

Error Message

%ALPS-7-PEER_DROPS_QUEUE_OVERFLOW: Threshold exceeded for TCP Queue overflow peer drops for peer ([IP_address], [chars]).

Explanation The number of ALPS peer drops due to queue overflow exceeds the ALPS peer threshold value.

Recommended Action No action is required.

Error Message

%ALPS-7-PEER_DROPS_VERSION_MISMATCH: Threshold exceeded for version mismatch peer drops for peer ([IP_address], [chars]).

Explanation The number of ALPS peer drops caused by a queue overflow exceeds the ALPS peer threshold value.

Recommended Action No action is required.

AMD79C971_FE Messages

Error Message

%AMD79C971_FE-5-FAILED_SUSPEND: Failed to suspend the amd79c971 chip

Explanation An attempt to suspend the AMD Am79C971 chip has failed.

Recommended Action No action is required.

AMDP2_FE Messages

Error Message

%AMDP2_FE-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

Explanation The software could not identify the interface card.

Recommended Action Power down, reseal the interface card, and reboot. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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

%AMDP2_FE-1-INITFAIL: AMDP2/FE [dec], Init failed, CSR[dec]=[hex]

Explanation The software failed to initialize/restart an Ethernet/Fast Ethernet 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. 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

%AMDP2_FE-1-MEMERR: AMDP2/FE [chars], Memory error, CSR[dec]=[hex]

Explanation The interface could not access system resources for a long time. This problem may occur under very heavy loads.

Recommended Action The system should recover. No action is required. If 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. 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

%AMDP2_FE-1-NOMII: AMDFE [chars],MII Interface transceiver not connected

Explanation The MII transceiver was disconnected while the MII port was selected.

Recommended Action Connect the transceiver and enter the shut and no shut commands for the interface in the configuration menu.

Error Message

%AMDP2_FE-1-NOTSUPPORTED: 2FE PA not supported on NPE100, shutting down bay

Explanation 2FE PA is not supported on a 7200 with NPE100.

Recommended Action NPE150 or better is needed for 2FE PA.

Error Message

%AMDP2_FE-2-MISS: [chars], [chars] receive problem, CSR0=[hex]

Explanation The interface lost an incoming receive frame because a receive descriptor was not available.

Recommended Action The system should recover. No action is required.

Error Message

%AMDP2_FE-2-NOISL: Interface [chars] does not support ISL

Explanation The interface cannot be configured as an ISL trunk.

Recommended Action Check the configuration.

Error Message

%AMDP2_FE-3-BIC_FE_RESET: Resetting [chars]

Explanation The BIC FE interface is being reset.

Recommended Action No action is required.

Error Message

%AMDP2_FE-3-GENERAL: [chars]

Explanation General C10K failure 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. 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

%AMDP2_FE-3-NOINITBUFFPOOL: [chars] Failed to allocate Buffer Pools

Explanation System failed to allocate Buffer Pools on initialization of AMD 79c972 MAC chip.

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

Error Message

%AMDP2_FE-3-NOTAMDP2: Device reported [hex]

Explanation The software could not recognize the interface chips.

Recommended Action Power down, reseal the interface card, and reboot. 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. 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

%AMDP2_FE-3-OVERFLO: AMDP2/FE [chars], Receive overflow

Explanation While receiving a frame, the controller chip's local buffer transmitted insufficient data because data could not be transferred to DRAM fast enough to keep pace with its input rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message

%AMDP2_FE-3-OWNERR: AMDP2/FE [chars], Buffer ownership error, pak=[hex]

Explanation The software detected an error in descriptor ownership.

Recommended Action Try a later version of the software. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pegi-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

%AMDP2_FE-3-SPURIDON: AMDP2/FE [chars], Spurious IDON interrupt, CSR[dec]=[hex]

Explanation An illegal condition indicating initialization done has occurred.

Recommended Action Clear the interface. 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pegi-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

%AMDP2_FE-3-TOOMANYPART: Bad packet with %d particles, pak=0x%x

Explanation The software detected an invalid packet.

Recommended Action Try a later version of the software. If the message recurs, call your technical support representative for assistance.

Error Message

%AMDP2_FE-3-UNDERFLO: AMDP2/FE [chars], Transmit underflow

Explanation While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message

%AMDP2_FE-4-BABBLE: AMDP2/FE [chars], Babble error

Explanation The transmitter has been on the channel longer than the time taken to transmit the largest frame.

Recommended Action The system should recover. No action is required.

Error Message

%AMDP2_FE-4-SPURIOUS: AMDP2/FE [chars], Spurious interrupt error

Explanation An illegal condition encountered during initialization.

Recommended Action The system should recover. No action is required.

Error Message

%AMDP2_FE-5-BIC_FE_RESET: Resetting [chars]

Explanation BIC FE interface resetting.

Recommended Action Information message only. No action is required.

Error Message

%AMDP2_FE-5-COLL: AMDP2/FE [chars], Excessive collisions, TDR=[dec], TRC=[dec].

Explanation Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

Recommended Action The system should recover. No action is required.

Error Message

%AMDP2_FE-5-CONFIGNOT: The Internal Ethernet Interface is not configurable

Explanation The internal Ethernet is for system use only.

Recommended Action No action is required.

Error Message

%AMDP2_FE-5-EXCESSCOLL: [chars] TDR=[dec], TRC=[dec]

Explanation Ethernet or Fast Ethernet is seeing multiple collisions. This condition may occur under heavy loads. If an interface fails to allocate a slot in which it can transmit its frame without another collision for 16 times, it will not retry the operation. The frame is not transmitted and is marked as an excessive collision.

Recommended Action The system should recover. No action is required.

Error Message

%AMDP2_FE-5-LATECOLL: AMDP2/FE [chars], Late collision

Explanation Late collisions occurred on the Ethernet/Fast Ethernet interface.

Recommended Action If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

Error Message

%AMDP2_FE-5-LOSTCARR: AMDP2/FE [chars], Lost carrier. Transceiver problem?

Explanation The cable and/or transceiver is not connected.

Recommended Action Connect the cable and/or transceiver.

Error Message

%AMDP2_FE-5-SUBIF: Subinterfaces are not supported on FastEthernet

Explanation There is currently no subinterface support on fast Ethernet.

Recommended Action No action is required.

Error Message

%AMDP2_FE-6-EXCESSCOLL: %s TDR=%d, TRC=%d

Explanation Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

Recommended Action The system should recover. No action is required.

Error Message

%ANCP_ISSU-2-GET_BUFFER: ANCP ISSU client failed to get buffer for message. Error:
%d (%s)

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

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

Error Message

%ANCP_ISSU-2-INIT: ANCP ISSU client initialization failed to %s. Error: %d (%s)

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

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

Error Message

%ANCP_ISSU-2-SEND_NEGO_FAILED: ANCP ISSU client failed to send negotiation message. Error: %d (%s)

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

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

Error Message

%ANCP_ISSU-2-SESSION_NEGO: ANCP ISSU client encountered unexpected client nego_done. Error: %d (%s)

Explanation An ISSU-compliant client transitions through a series of internal states. The ANCP 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu session** and **show issu negotiated capability** command and your pertinent troubleshooting logs.

Error Message

```
%ANCP_ISSU-2-SESSION_REGISTRY: ANCP ISSU client failed to register session information. Error: %d (%s)
```

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

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

Error Message

```
%ANCP_ISSU-3-CAP_INVALID_SIZE: ANCP ISSU client capability list is empty.
```

Explanation The ANCP ISSU client capability exchange list size 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu negotiated capability** command and your pertinent troubleshooting logs.

Error Message

```
%ANCP_ISSU-3-CAP_NOT_COMPATIBLE: ANCP ISSU client capability exchange result incompatible.
```

Explanation The ANCP ISSU client capability exchange have negotiated 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu negotiated capability** command and your pertinent troubleshooting logs.(show issu negotiated capability)

Error Message

%ANCP_ISSU-3-INVALID_SESSION: ANCP ISSU client does not have a valid registered session.

Explanation The ANCP 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu session** and **show issu negotiated capability** command and your pertinent troubleshooting logs.

Error Message

%ANCP_ISSU-3-MSG_NOT_COMPATIBLE_WITH_PEER: 'Message Type %d' is not supported by ANCP ISSU client at peer

Explanation The ANCP ISSU client at the peer supervisor is not compatible for this message type. The ANCP 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu message group** and **show issu session** command and your pertinent troubleshooting logs.

Error Message

%ANCP_ISSU-3-MSG_NOT_OK: ANCP ISSU client 'Message Type %d' is not compatible

Explanation The ANCP 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show message group** and **show issu negotiated version** command and your pertinent troubleshooting logs.

Error Message

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

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

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

Error Message

%ANCP_ISSU-3-SESSION_UNREGISTRY: ANCP ISSU client failed to unregister session information. Error: %d (%s)

Explanation The ANCP ISSU client failed 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu session** and **show issu negotiated capability** command and your pertinent troubleshooting logs.

Error Message

```
%ANCP_ISSU-3-TRANSFORM_FAIL: ANCP ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)
```

Explanation The ANCP ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the ANCP 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu session** and **show issu negotiated version** command and your pertinent troubleshooting logs.

AP Messages

The following are Authentication Proxy messages.

Error Message

```
%AP-1-AUTH_PROXY_DDOS_ATTACK: Distributed DOS attack
```

Explanation This message indicates that the auth-proxy router is possibly under a Distributed DOS attack. It has received more than 512 HTTP connections with no data.

Recommended Action This is a potential DDOS attack.

Error Message

```
%AP-1-AUTH_PROXY_DOS_ATTACK: Possible DOS attack from source IP-address %i|
AuditSessionID %s
```

Explanation This message indicates that a host is continuously opening HTTP connections through the auth-proxy without sending data on them. This can potentially be a DOS attack.

Recommended Action This is a potential DOS attack the source should be shunned. It may also be a false alarm wherein a user is connecting to an HTTP server via a telnet like program to port 80.

Error Message

%AP-1-AUTH_PROXY_RETRIES_EXCEEDED: IP-address %i has exceeded the maximum retry limit | AuditSessionID %s

Explanation This message indicates that a host has exceeded the maximum allowed limit for login-attempts. The host may be infected by a virus which is continuously sending HTTP requests.

Recommended Action This maybe a potential DOS attack and the source should be shunned. It may also be a false alarm wherein the user is making legitimate attempts to log in.

Error Message

%AP-1-POSTURE_POLICY_ERROR: POLICY %s| POLICYNAME %s| IP %i| ERROR | AuditSessionID %s

Explanation This message indicates that the specified policy was not applied for the given host IP due to the reason specified as Error.

Recommended Action In case of HOST ACL policy verify if an input access list is defined and configured on interface. While for URL REDIRECT ACL policy needs url-redirect VSA to have an associated access control list url-redirect-acl VSA, that is used to determine HTTP redirect criteria. HTTP packets matching the access control list will be subjected to redirection. In case the 'url-redirect-acl' access control list is not specified or is not configured, the host will not be setup for HTTP redirection.

Error Message

%AP-4-AMESSAGE: This is a non-sense message

Explanation To be filled out later

Recommended Action To be filled out later

Error Message

%AP-4-AUTH_PROXY_NOMEM: Sufficient memory was not available to %s

Explanation There was no enough memory to perform the specified operation.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%AP-4-POSTURE_EXCEED_MAX_INIT: Exceeded maximum limit (%d) on entires in authentication proxy posture cache in initializing state

Explanation This message indicates that the number of entires in authentication proxy posture cache which are in INIT state has exceeded the maximum limit.

Recommended Action This may be a potential Denial of Service attack.

Error Message

```
%AP-5-AP_AAA_DOWN: Event=AAA %s. HOST %i | POLICY %s %s | AuditSessionID %s
```

Explanation This messages notifies that AAA servers defined by the methodlist are unreachable for the given host and the policy being applied.

Recommended Action The failure is due to unreachable AAA servers.

Error Message

```
%AP-6-AUTH_PROXY_AUDIT_START: initiator (%i) start | AuditSessionID %s
```

Explanation This message documents the transaction log of network activities of auth-proxy. The message is issued at the start of each auth-proxy cache and it records the source addresses.

Recommended Action This message is for informational purposed only, and can be used to collect the basic accounting for the proxied sessions.

Error Message

```
%AP-6-AUTH_PROXY_AUDIT_STOP: initiator (%i) send %u packets %u bytes; duration  
time %s | AuditSessionID %s
```

Explanation This message documents the transaction log of network activities of auth-proxy. The message is issued at the stop of each auth-proxy cache and it records the source addresses, the number of bytes transmitted by the client, and the cache duration time.

Recommended Action This message is for informational purposed only, and can be used to collect the basic accounting for the proxied caches.

Error Message

```
%AP-6-FALLBACK_REQ: IP %i | MAC %u | PROFILE_NAME %s | EVENT %s | AuditSessionID %s
```

Explanation This message indicates a fallback to authproxy has been initiated/terminated for the given host.

Recommended Action No action required

Error Message

```
%AP-6-POSTURE_DOWNLOAD_ACL: Send AAA request to download (%s) named access control  
list
```

Explanation This message indicates the router has send a request to AAA to get the contents of the specified downloadable access contol list.

Recommended Action This is an informational message and no action is required

Error Message

`%AP-6-POSTURE_POLICY: %s %s (%s) policy for host (%i)`

Explanation This message specifies the policy enforced or removed for the specified host. The policy could be either an access control list or a URL to which any intercepted HTTP traffic would be redirected.

Recommended Action This is an informational message and no action is required

Error Message

`%AP-6-POSTURE_START_VALIDATION: IP %i | Interface %s | AuditSessionID %s`

Explanation This message indicates the router has created an entry for the host in authentication proxy posture cache and has initiated posture validation process.

Recommended Action This is an informational message and no action is required

Error Message

`%AP-6-POSTURE_STATE_CHANGE: IP %i | STATE %s | AuditSessionID %s`

Explanation This message indicates the change of posture validation state of the specified host in the authentication proxy posture validation cache.

Recommended Action This is an informational message and no action is required.

APPFW Messages

The following are APPFW for HTTP subsystem messages.

Error Message

`%APPFW-3-HTTP_APPFW_CONF_ERROR: Application Firewall configuration error -- [chars]`

Explanation An error has occurred during Application Firewall configuration.

Recommended Action This message indicates an error during firewall configuration and may be a potential security problem.

Error Message

`%APPFW-3-HTTP_MAX_REQ_EXCEED: Maximum of [dec] unanswered HTTP requests exceeded from [IP_address]:[dec] to [IP_address]:[dec]`

Explanation The HTTP message has been detected to violate the transfer encoding application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APFW-3-HTTP_MAX_REQ_EXCEEDED: Number of unanswered HTTP requests exceeded the limit [dec] -[chars]

Explanation The number of unanswered HTTP requests has exceeded the specified limit.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_ARG_LENGTH: HTTP arguments length ([dec]) out of range -[chars]

Explanation The length of the HTTP argument has exceeded the configured threshold.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_ARG_REGEX_MATCHED: ARG regex ([chars]) matched -[chars]

Explanation The argument of an HTTP request has matched the specified configured regular expression.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_BODY_REGEX_MATCHED: Body regex ([chars]) matched -[chars]

Explanation The body of an HTTP packet has matched the specified configured regular expression.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_CONTENT_LENGTH: Content length ([int]) out of range -[chars]

Explanation The specified content or body length is not in the configured range.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_CONT_LENGTH: content-length

Explanation The HTTP message has been detected to violate the content-length application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_CONT_TYPE_MATCH: Sig:[dec] Content type not found - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the content-type-verification application firewall inspection rule.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_CONT_TYPE_MISMATCH: Content type ([chars]) in the response does not match the Accept type in the request -[chars]

Explanation The specified content type in the response does not match the accept type that was filed in the request.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_CONT_TYPE_SIZE: Sig:[dec] Content size [int] out of range - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the content-type-verification application firewall inspection rule.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_CONT_TYPE_UNKNOWN: Content type not known -[chars]

Explanation The received content type does not match against the system support list of content types.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_CONT_TYPE_VERIFY: Sig:[dec] Content type does not match the specified type - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the content-type-verification application firewall inspection rule.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_CONT_TYPE_VIOLATION: Content magic does not match the specified content type ([chars]) -[chars]

Explanation The content-type magic in the body does not match the content-type value in the header.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_DEOBFUSCATE: Sig:[dec] Deobfuscation signature detected - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the deobfuscate application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_DEOBFUSCATION: Deobfuscation signature ([dec]) detected -[chars]

Explanation The HTTP message has violated the de-obfuscate application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_HDR_FIELD_LENGTH: Header field ([chars]) length ([dec]) out of range -[chars]

Explanation The length of the configured HTTP header field has exceeded the configured threshold.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_HDR_FIELD_REGEX_MATCHED: Header field ([chars]) matched -[chars]

Explanation An HTTP packet has matched a configured header field and associated regular expression.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_HDR_REGEX_MATCHED: Header regex ([chars]) matched -[chars]

Explanation An HTTP message has matched one of the configured regular expressions.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_HEADER_COUNT: Number of header fields ([dec]) exceeded the limit -[chars]

Explanation The number of header fields in an HTTP packet has exceeded the configured limit.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_HEADER_LENGTH: HTTP Header length ([int]) out of range -[chars]

Explanation The specified header length exceeds the configured threshold.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_JAVA_APPLET: HTTP Java Applet detected -[chars]

Explanation An HTTP Java applet was detected in in a response.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_MATCH_REQ_RESP: Sig:[dec] Content type: [chars] does not match the Accept-Type from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the content-type-verification application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APFW-4-HTTP_MAX_HDR_LEN: Sig:[dec] HTTP Header length exceeded. Received [int] byte of header - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the max-hdr-len application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_MAX_URI_LEN: Sig:[dec] HTTP URI length exceeded. Received [int] byte of URL - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the max-uri-len application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_METHOD: HTTP method ([chars]) matched -[chars]

Explanation The specified HTTP method matches a configured regular expression.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_PORT_MISUSE_IM: Sig:[dec] HTTP Instant Messenger detected - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the port misuse application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_PORT_MISUSE_P2P: Sig:[dec] HTTP Peer-to-Peer detected - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the port misuse application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_PORT_MISUSE_TUNNEL: Sig:[dec] HTTP Tunnel detected - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the port misuse application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_PORT_MISUSE_TYPE_IM: HTTP Instant Messenger ([chars]) detected -[chars]

Explanation The HTTP port is being used for IM applications.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_PORT_MISUSE_TYPE_P2P: HTTP Peer-to-Peer ([chars]) detected -[chars]

Explanation The HTTP port is being used for P2P applications.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_PORT_MISUSE_TYPE_TUNNEL: HTTP Tunnel ([chars]) detected -[chars]

Explanation The HTTP port is being used for tunneling.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_PROTOCOL_VIOLATION: HTTP protocol violation ([dec]) detected -[chars]

Explanation The HTTP message violates the strict HTTP application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_REPEATED_HDR_FIELDS: Multiple occurrences of the header field ([chars]) -[chars]

Explanation An HTTP header has multiple occurrences of the same specified header field.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_REQ_METHOD_EXT: Sig:[dec] HTTP Extension method illegal - [chars] '[chars]' from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the request-method application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_REQ_METHOD_RFC: Sig:[dec] HTTP RFC method illegal - [chars] '[chars]' from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the request-method application firewall inspection rule.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_STLINE_REGEX_MATCHED: Status line regex ([chars]) matched -[chars]

Explanation The HTTP status line of a response packet has matched one of the configured regular expressions.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_STRICT_PROTOCOL: Sig:[dec] HTTP protocol violation detected - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the strict-http application firewall inspection rule.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_TRANSFER_ENCODE: Sig:[dec] HTTP Transfer encoding violation detected - [chars] [chars] from [IP_address]:[dec] to [IP_address]:[dec]

Explanation The HTTP message has been detected to violate the transfer encoding application firewall inspection rule.

Recommended Action This message is for informational purposes only, but may indicate a security problem.

Error Message

%APPFW-4-HTTP_TRANSFER_ENCODING: HTTP Transfer encoding ([chars]) detected -[chars]

Explanation The HTTP message violates the transfer encoding application firewall inspection rule.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFFW-4-HTTP_URI_LENGTH: HTTP URI length ([int]) out of range -[chars]

Explanation The Universal Resource Indicator length exceeds the configured threshold.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFFW-4-HTTP_URI_REGEX_MATCHED: URI regex ([chars]) matched -[chars]

Explanation The Universal Resource Indicator of an HTTP request has matched one of the configured regular expressions.

Recommended Action This message is informational only, but may indicate a security problem.

Error Message

%APFFW-6-HTTP_SESSION_AUDIT_TRAIL: HTTP session initiator [IP_address]:[dec] sends [dec] bytes - responder [IP_address]:[dec] sends [dec] bytes

Explanation The HTTP message has been detected to violate the transfer encoding application firewall inspection rule.

Recommended Action This message is for informational purposed only, but may indicate a security problem.

Error Message

%APFFW-6-IM_AOL_CLIENT_VERSION: im-aol [IP_address]:[dec] attempting to establish connection with aol server [IP_address]:[dec] using an unsupported version of the client

Explanation The AOL client version is not supported.

Recommended Action This message is for informational purposed only.

Error Message

%APFFW-6-IM_AOL_SESSION: im-aol [chars] service session initiator [IP_address]:[dec] [chars] [dec] bytes [chars] responder [IP_address]:[dec]

Explanation The AIM well known service message has been detected.

Recommended Action This message is for informational purposed only.

Error Message

```
%APPFW-6-IM_MSN_CLIENT_VERSION: im-msn [IP_address]:[dec] attempting to establish
connection with msn server [IP_address]:[dec] using an unsupported version of the
client
```

Explanation The MSN client version is not supported

Recommended Action This message is for informational purposed only.

Error Message

```
%APPFW-6-IM_MSN_SESSION: im-msn [chars] service session initiator
[IP_address]:[dec] [chars] [dec] bytes [chars] responder [IP_address]:[dec]
```

Explanation The MSNMSGR well known service message has been detected.

Recommended Action This message is for informational purposed only.

Error Message

```
%APPFW-6-IM_YAHOO_CLIENT_VERSION: im-yahoo [IP_address]:[dec] attempting to
establish connection with yahoo server [IP_address]:[dec] using an unsupported
version of the client
```

Explanation The YAHOO client version is not supported.

Recommended Action This message is for informational purposed only.

Error Message

```
%APPFW-6-IM_YAHOO_P2P_CHAT: im-yahoo text-chat service session:
[IP_address]:[dec] establishing a direct chat with [dec].[dec].[dec].[dec]
```

Explanation A specific service yyyy has been detected to establish a direct connection with another peer in a Yahoo! Instant Messenger application and the application firewall inspection policy has been configured to send an alarm for this event. Typical services are text-chat, voice-chat, file-transfer etc.

Recommended Action This message is for informational purposed only.

Error Message

```
%APPFW-6-IM_YAHOO_SESSION: im-yahoo [chars] service session initiator
[IP_address]:[dec] [chars] [dec] bytes [chars] responder [IP_address]:[dec]
```

Explanation The YMSGR well known service message has been detected.

Recommended Action This message is for informational purposed only.

Error Message

%APPFW-6-P2P_PORT_HOP: [chars] using [chars] port - [chars]

Explanation By examining the payload, a peer-to-peer protocol has been detected using a non-standard port or re-using the standard port for another protocol.

Recommended Action This message is informational only, but may indicate a security problem with peer-to-peer protocol attempting to bypass the firewall.

Error Message

%APPFW-6-P2P_SERVICE: Identified [chars] [chars] [chars] - [chars]

Explanation A peer-to-peer protocol has been detected on the session with the specified protocol and sub-protocol. Also indicates if the session action configured for that session performed a reset.

Recommended Action This message is informational only and can be used to collect the information about sessions inspected for peer-to-peer protocols.

Error Message

%APP_PRINTF--DONT_USE_PRINTF: Application: %s (%s)

Explanation These messages are from apps that uses printf's in their code.

Recommended Action UNAVAILABLE

APS Messages

Error Message

%APS-1-NO_ACTIVE: No Active Port In Group %s

Explanation After an active interface failure, the system switches over to the standby interface if APS has been enabled. This message is posted if after a switchover the system finds no active interface, i.e. both working and protection interfaces are found to be nonoperational.

Recommended Action Isolate the cause of failure on both working and protection interfaces.

Error Message

%APS-2-CHNLCFGMM: Group %s: Channel Config Mismatch

Explanation Working and Protection interfaces do not point to the same path on local and remote network elements

Recommended Action Configure working and protection interfaces to point to the same path on local and remote network elements

Error Message

%APS-2-CHNLMISMATCH: Group %s: Channel Mismatch - %s

Explanation This message is posted by the local network element, if the received bridged channel number (in the REVERSE-REQUEST from the remote network element) does not match the request channel number in the APS request sent by the local network element. This message is relevant only for bidirectional operation. For 1+1 APS, this message should normally be not posted unless a) the transmit bridged channel number in the REVERSE-REQUEST from remote is somehow corrupted or b) there is a bug in the APS software itself.

Recommended Action Check for any failures on the APS communication channel. If APS communication channel is operational, contact Cisco TAC.

Error Message

%APS-2-FEPF: Group %s: Far End Prot Failure - %s

Explanation This message is posted by the local network element if it detects a Far End Protection Failure condition. The Far End Protection Failure condition is detected if the Far End Protection Defect count exceeds a threshold. A Far End Protection Defect is detected when the local network element receives a remote APS message with request set to SF (Signal Fail) and request channel set to 0 (NULL or Protection channel).

Recommended Action Isolate the cause of failure on the protection channel on the remote network element.

Error Message

%APS-2-INITSYS: [chars]

Explanation A software error occurred during initialization of the APS subsystem.

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

%APS-2-INTRNLERR: [chars] [dec]

Explanation A software error occurred during initialization of the APS subsystem.

Recommended Action No action is required.

Error Message

%APS-2-MODEMISMATCH: Group %s: Mode Mismatch - %s

Explanation This message is posted by the local network element if the local APS group has been configured for bidirectional operation but the associated remote APS group has been configured for unidirectional operation. This message indicates that a mismatch in mode (unidirectional or bidirectional) has been detected.

Recommended Action Configure the remote APS group for bidirectional operation.

Error Message

%APS-2-NOSOCKET: Failed To Open Socket

Explanation This message is posted when the APS subsystem fails to create a UDP socket for exchanging APS channel protocol messages over an APS message channel configured for IP. This error usually is caused by low memory in the system.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%APS-2-PSBF: Group %s: Prot Switch Byte Failure - %s

Explanation This message is posted by the local network element if a Protection Switch Byte Failure is detected. A Protection Switch Byte Failure is detected when the Protection Switch Byte defect count exceeds a threshold. A Protection Switch Byte Defect is detected when one of the following happens: 1) The remote APS request is not one of the supported requests. 2) The remote APS request channel number is invalid. For 1+1 APS, the channel number must be 0 or 1. 3) Operation is bidirectional and neither local nor remote network element is sending a REVERSE-REQUEST, and the remote APS request is of lower priority than the local APS request. 4) Operation is bidirectional and the sequence number in the remote APS REVERSE-REQUEST does not match the sequence number of the most recent APS request sent by the local network element. This error is posted if a) the APS request is somehow corrupted, or b) there is a bug in the APS software itself or c) if the APS communication between two network elements is broken, e.g. local network element can send and receive, whereas the remote network element can send but not receive.

Recommended Action Check for failures on the APS communication channel. Isolate the cause for such failures and restore the communication channel to working condition

Error Message

%APS-3-PORT_FAIL: %s Port Fail On %s

Explanation This message is posted when APS subsystem receives a port fail indication from the driver subsystem. This message indicates that the specified interface has detected a failure condition (e.g. Loss Of Light).

Recommended Action Isolate the cause of the failure and restore the interface to normal operational condition.

Error Message

%APS-5-CMDFAIL: Controller [chars], execution of '[chars]' command failed.

Explanation The APS switch command that was entered by the user has been rejected.

Recommended Action Review the controller information and, if required, reenter the command.

Error Message

%APS-5-STATUS: Controller [chars], fiber port [dec] is [chars].

Explanation The specified port has changed its state to either functional or nonfunctional.

Recommended Action No action is required.

Error Message

%APS-5-SWITCH: Controller [chars], fiber port [dec] is now active port.

Explanation The specified port has become the active fiber port and has started to transmit traffic.

Recommended Action No action is required.

Error Message

%APS-6-ADJUSTMODE: Group %s: Mode Mismatch - %s

Explanation This message is posted by the local network element if the local APS group has been configured for bidirectional operation but the associated remote APS group has been configured for unidirectional operation. This message is posted after the local network element detects the mismatch and changes the operation to unidirectional.

Recommended Action Configure the remote APS group for bidirectional operation.

Error Message

%APS-6-AUTOFOVER: Auto-Failover - Group %s

Explanation This message is posted if APS hardware successfully switched over to the standby interface after the failure of the active interface. This is informational only.

Recommended Action Isolate the cause of failure of the previous active interface and restore it to a working condition.

Error Message

%APS-6-BIDIRSWCH: Group [chars]: Remote Request - [chars]

Explanation This message is posted by the local network element after an APS switchover that is triggered by an APS request from the remote network element.

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

Error Message

%APS-6-CHNLACTIVE: Group [chars] - [chars] channel is now ACTIVE

Explanation The channel that was a standby channel is now the active channel. This message is informational only.

Recommended Action No action is required.

Error Message

%APS-6-DISAUTOFOV: Disable Auto-Failover On [chars]

Explanation APS has disabled autofailover for the indicated group.

Recommended Action Enter the **show aps group** name command to gather data that might help identify the nature of the 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 aps group** name, **show logging**, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%APS-6-ENAUTOFOVR: Enable Auto-Failover On [chars]

Explanation This message is posted when APS software enables hardware to perform APS actions for failures detected by the hardware. This is an informational only. No action is required.

ARAP Messages

The following are the AppleTalk Remote Access Protocol (ARAP) messages.

Error Message

%ARAP-0-DEFAULT: TTY [dec]

Explanation An internal software error has occurred.

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

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

Error Message

```
%ARAP-0-NOTNULLRESEND: TTY [dec]
```

Explanation An internal software error has occurred.

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

Error Message

```
%ARAP-0-NULLRESEND: TTY %d
```

Explanation An internal software error occurred.

Recommended Action Report this error to you technical support representative.

Error Message

```
%ARAP-0-VSERROR: TTY [dec]: VS queued error
```

Explanation An internal software error occurred.

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

Error Message

```
%ARAP-0-WAITBADMSG: TTY %d: arg msg bad %x
```

Explanation The router received an invalid packet during ARAP MNP4 connection setup phase.

Recommended Action Check for excessive line noise. Check the ARAP client software configuration for possible problems.

Error Message

```
%ARAP-2-NOLOG: TTY [dec]: Could not malloc log
```

Explanation Memory not available for internal MNP4 logging.

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

Error Message

```
%ARAP-3-0: TTY [dec]: arap callback aborted
```

Explanation ARAP callback has ended because the system received an unexpected message during the MNP4 link setup.

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.

Error Message

```
%ARAP-3-ABORTED: TTY [dec]: arap callback aborted
```

Explanation An unexpected message was received during the Microcom Networking Protocol version 4 (MNP4) link setup.

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

Error Message

%ARAP-3-BADCONFIG: TTY %d: unhandled configuration command

Explanation A configuration command was not recognized.

Recommended Action Check the configuration file on the server for any invalid configuration commands.

Error Message

%ARAP-3-BADPAK: TTY %d: Bad packet type in arap_send_msg

Explanation Internal data structures are corrupted.

Recommended Action Check for abnormally high CPU usage.

Error Message

%ARAP-3-REMOTEERROR: TTY [dec]: arap input error

Explanation An ARAP connection was terminated without a known cause.

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

Error Message

%ARAP-3-TIMEOUT: TTY [dec]: arap expected message timeout

Explanation The software timed out during the MNP4 link setup.

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

Error Message

%ARAP-4-CONFAILED: TTY %d: ARAP connection failed: %s

Explanation The ARA protocol client was denied access, probably due to a configuration problem on the server. The error message should indicate the problem. This message does not indicate access denials due to bad passwords.

Recommended Action Investigate the problem reported in the error message.

Error Message

%ARAP-4-NOEXTTACACS: TTY %d: arap TACACS is configured but extended TACACS is not.

Explanation Terminal Access Controller Access Control System (TACACS) authentication failed because extended TACACS is not configured.

Recommended Action Configure extended TACACS.

Error Message

%ARAP-5-INITCONFUSED: TTY %d: ARAP unexpected initialization packet %s

Explanation The startup negotiation between a client and the ARA protocol server fell out of order. If this message is received sporadically, it indicates line noise.

Recommended Action If this message recurs, reinstall the ARA client software.

Error Message

%ARAP-5-PAKINVALID: TTY %d: ARAP invalid packet received

Explanation A corrupted packet reached the ARA protocol code.

Recommended Action Check for excessive CPU usage or excessive line noise.

Error Message

%ARAP-6-ADDRFREE: TTY [dec]: ARAP ended for user [chars]; address [atalk_net]; [dec] seconds connected

Explanation This message appears only when ARA protocol logging is configured. The message indicates that an ARA protocol user has logged out.

Recommended Action No action is required.

Error Message

%ARAP-6-ADDRUSED: TTY [dec]: ARAP started for user [chars]; address [dec].[dec]

Explanation This message appears only when ARA protocol logging is configured. The message notes that an ARA protocol user has logged in.

Recommended Action No action is required.

Error Message

%ARAP-6-BADEXIT: TTY %d: exited user %s: %s

Explanation A user was disconnected from ARA protocol at an unexpected time. The disconnection may be due to modems dropping, server error, client problems, or any number of other difficulties.

Recommended Action To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

Error Message

%ARAP-6-LRPHASERROR: TTY %d: Received LT in CONNECTION PHASE

Explanation The router received an invalid packet during ARA connection setup phase.

Recommended Action Check for excessive line noise. Check the ARAP client software configuration for possible problems.

Error Message

%ARAP-6-MAXRESENDS: TTY %d

Explanation The router resent MNP4 packets maximum number of times without receiving an acknowledgement.

Recommended Action To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

Error Message

%ARAP-6-MNP4RCVDISC: TTY [dec]: MNP4 input disconnect

Explanation This indicates that the router received a disconnect request from the remote Macintosh client.

Recommended Action No action is required.

Error Message

%ARAP-6-MNP4T401: TTY [dec]: T401 [dec] baud rate [dec]

Explanation This message indicates that the router received MNP4 connection request. MNP4 acknowledgment timer value is also indicated.

Recommended Action No action is required.

Error Message

%ARAP-6-RCVGIANT: TTY %d: Rcv giant. dropping frame

Explanation The router received an oversized MNP4 frame.

Recommended Action Check for excessive line noise. Check the ARAP client software configuration for possible problems.

Error Message

%ARAP-6-RCVNOPAK: TTY %d: Receive getbuffer failure. dropping frame

Explanation No buffer exists for an incoming packet.

Recommended Action Examine buffer usage statistics. Possibly more memory is required.

Error Message

%ARAP-6-RESENDSLOW: TTY %d

Explanation The router repeated resending of MNP4 packets as the Macintosh client failed to acknowledge previously resent packets.

Recommended Action If this error message persists for several ARAP connections report it to your technical support representative.

Error Message

%ARAP-6-TIMERERROR: TTY %d: MNP4 timeout error

Explanation The router is dropping the connection after doing maximum resends.

Recommended Action To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

Error Message

%ARAP-6-XTICKLE: TTY %d: exited user %s: Other side stopped answering ARAP tickles (mnp4 pak resent %d mnp4 pak sent %d last %d now %d)

Explanation The router disconnected as the remote Macintosh client stopped sending ARAP tickle or data packets.

Recommended Action To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

ARCHIVE_CONFIG Messages

Error Message

%ARCHIVE_CONFIG-4-ARCHIVE_DELETE_FAILED: Delete of a previously saved archive of the router configuration could not be completed.

Explanation The router could not delete a file that was previously written. The file that was being deleted file contains an archive of the router configuration. This could occur, for example, if the file was manually deleted.

Recommended Action No action is required.

Error Message

%ARCHIVE_CONFIG-4-ARCHIVE_SKIPPED: Archive of router configuration was skipped due to a previous initiation.

Explanation Only one archive can be created at a time. Two or more simultaneous archives in progress is not allowed. This could occur, for example, if two users attempt to create an archive simultaneously.

Recommended Action Retry the archive creation later, when the previous archive has finished being written.

Error Message

%ARCHIVE_CONFIG-6-ARCHIVE_CREATE_FAILED_STANDBY: Could not create an archive of the router configuration on the standby RP.

Explanation The router could not create an archive file on the standby RP. The file that was being created contains an archive of the router configuration. This could occur, for example, if the active RP cannot communicate with the standby RP.

Recommended Action No action is required.

Error Message

%ARCHIVE_CONFIG-6-ARCHIVE_DELETE_FAILED_STANDBY: Delete of a previously saved archive of the router configuration could not be completed on the standby RP.

Explanation The router could not delete a file that was previously written on the standby RP. The file that was being deleted file contains an archive of the router configuration. This could occur, for example, if the file was manually deleted. Alternatively, the file could not be deleted when the active RP cannot communicate with the standby RP.

Recommended Action No action is required.

ARCHIVE_DIFF Messages

Error Message

%ARCHIVE_DIFF-3-DIFF_CMD_INIT_FAILED: Failed to register the special case [chars] command: '[chars]' during initialization. Config Diff and Rollback cannot be used as a result of this error.

Explanation An internal software error occurred during initialization - Config Diff and Rollback cannot be used as a result of this error.

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

%ARCHIVE_DIFF-3-DIFF_INIT_FAILED: Could not initialize the Config Diff and Rollback subsystem

Explanation An internal software error occurred during initialization. Config Diff and Rollback cannot be used as a result of this error.

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

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_BACKUP: Backing up current running config to [chars]

Explanation The current running configuration is saved so that when the timer expires, if no confirmation has been received from user to confirm what was configured, the system will rollback to the saved configuration.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_CANCEL: User: [chars]: Rollback Confirmed Change is cancelled due to [chars] failure

Explanation Rollback Confirmed Change is normally configured along with other configuration operations, such as 'config term' or 'config replace'. If those operations failed, Rollback Confirmed Change should not be activated.

Recommended Action Remove the error condition and try again later.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_CONFIRM: User: [chars]: Confirm the configuration change

Explanation The configuration change is confirmed. The timer for rolling to the previously saved configuration is cancelled

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_RESET_ABSTIMER: User: [chars]: Reset Rollback Confirmed Change timer(absolute) to [int] minute

Explanation Reset Rollback Confirmed Change timer(absolute) to a new value.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_RESET_IDLETIMER: User: [chars] Reset Rollback Confirmed Change timer(idle) to [int] minute

Explanation Reset Rollback Confirmed Change timer(idle) to a new value.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_REVERTNOW: User: [chars]: Rollback immediately.

Explanation Rollback immediately and cancel the timer.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_ROLLBACK_RETRY: Failed to acquire configuration lock. Rollback did not start. Schedule to retry in 5 minutes

Explanation Failed to acquire configuration lock. Rollback did not start. In this case, retry will be scheduled.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_ROLLBACK_START: Start rolling to: [chars]

Explanation The timer for Rollback Confirmed Change has expired. System will rollback to the previously saved config.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_START_ABSTIMER: User: [chars]: Scheduled to rollback to config [chars] in [int] minutes

Explanation The system will wait for you to confirm that you wish to keep what was configured until the timer expires. If the confirmation is not received in time, the router will rollback.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_START_IDLETIMER: User: [chars]: Scheduled to rollback to config [chars] if session has been idle for [int] minutes

Explanation The system will wait for you to confirm that you wish to keep what was configured until the timer expires. If the confirmation is not received in time, the router will rollback.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_WARNING_ABSTIMER: System will rollback to config [chars] in one minute. Enter 'configure confirm' if you wish to keep what you've configured

Explanation Rollback will start in one minute. You could enter the **configure confirm** command if you wish to keep what has been configured.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

```
%ARCHIVE_DIFF-5-ROLLBK_CNFMD_CHG_WARNING_IDLETIMER: User [chars] on tty [dec] has
been idle for [int] minutes. System will rollback to config [chars] in oneminute
if it continues to be idle. Enter 'configure confirm' if you wish to keep what
you've configured
```

Explanation Rollback will start in one minute. You can enter the **configure confirm** command if you wish to keep what has been configured.

Recommended Action This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

Error Message

```
%ARCHIVE_ISSU-2-GET_BUFFER: Archive ISSU client failed to get buffer for message.
Error: %d (%s)
```

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

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

Error Message

```
%ARCHIVE_ISSU-2-INIT: Archive ISSU client initialization failed to %s. Error: %d
(%s)
```

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

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

Error Message

%ARCHIVE_ISSU-2-SEND_NEGO_FAILED: Archive ISSU client failed to send negotiation message. Error: %d (%s)

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

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

Error Message

%ARCHIVE_ISSU-2-SESSION_NEGO_FAIL_START: Failed to start Archive ISSU session negotiation. Error: %d (%s)

Explanation The Archive ISSU client failed to start session negotiation. If a problem occurs with the ISSU session start, the standby device cannot be brought up properly.

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

Error Message

%ARCHIVE_ISSU-2-SESSION_REGISTRY: Archive ISSU client failed to register session information. Error: %d (%s)

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

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

representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu capability entries** and **show issu session** and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

Error Message

```
%ARCHIVE_ISSU-3-INVALID_SESSION: Archive ISSU client does not have a valid registered session.
```

Explanation The Archive 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu capability entries** and **show issu session** and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

Error Message

```
%ARCHIVE_ISSU-3-MSG_NOT_OK: Archive ISSU client 'Message Type %d' is not compatible
```

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

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

Error Message

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

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

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

Error Message

%ARCHIVE_ISSU-3-SESSION_UNREGISTRY: Archive ISSU client failed to unregister session information. Error: %d (%s)

Explanation The Archive ISSU client failed 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show issu message group**, **show issu session** and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

Error Message

%ARCHIVE_ISSU-3-TRANSFORM_FAIL: Archive ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

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

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

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

ARP Messages

Error Message

```
%ARP-3-ARPADJ: Internal software error during updating CEF Adjacency for ARP entry for [IP_address] on [chars]
```

Explanation An internal software error has occurred during updating CEF Adjacency.

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

Error Message

```
%ARP-3-ARPHAMSGFMT: Malformed ARP HA checkpointing message (size = [int], entry count = [int])
```

Explanation A malformed ARP HA checkpointing message has been received.

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

Error Message

%ARP-3-ARPINIT: Internal software error during ARP subsystem initialization

Explanation An internal software error has occurred during ARP subsystem initialization.

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

Error Message

%ARP-3-ARPINT: ARP table accessed at interrupt level [dec]

Explanation ARP table is accessed at interrupt level which is forbidden.

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

Error Message

%ARP-3-ARPINVALIDEENTRY: ARP system internal error. Returns NULL arp entry on node

Explanation An internal software error occurred in the Address Resolution Protocol (ARP) subsystem causing a NULL ARP entry.

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

Error Message

%ARP-3-TABLEERR: Internal software error during ARP table operation for ARP entry

Explanation An internal software error has occurred during an ARP table operation.

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

Error Message

%ARP-4-ARPLEARNCROSS: [int] Learned ARP entries are installed in the ARP table and reached the max limit

Explanation The number of dynamically learned ARP entries has reached a preconfigured maximum limit in the ARP table.

Recommended Action Inspect the ARP entries on the interface. If they are valid entries, either increase the configured maximum limit or reconfigure the network to reduce ARP peers.

Error Message

%ARP-4-ARPLEARNTHRES: Learned ARP entries have reached to threshold level [int]

Explanation The number of unconfigured learned ARP entries has reached a preconfigured threshold, indicating a possible misconfiguration or a DOS attack.

Recommended Action Inspect the ARP entries on the interface. If they are valid entries, either increase the configured maximum limit or reconfigure the network to reduce ARP peers.

Error Message

%ARP-4-NULL_SRC_MAC: NULL MAC address from [IP_address] on [chars]

Explanation The application or peer tried to insert entry with NULL SRC MAC.

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 gathered information.

Error Message

%ARP-6-ARPLEARNRESUME: Resuming Learn ARP entries to install in ARP table.

Explanation The number of dynamically learned ARP entries is in range of permit threshold value. The system is allowing new learned ARP entries to install in the ARP table.

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

AS5350 Messages

Error Message

%AS5350-1-IMAGE_UNSUPPORTED: Image not supported on this platform!

Explanation The last Cisco IOS Software for AS5350, AS5400 (non XM) and AS5400HPX would be 12.4(15)T. IOS 12.4(20)T and higher will operate on the AS5400XM and AS5350XM only.

Recommended Action Install the software image prior to 12.4(20)T.

AS5400 Messages

The following are AS5400 messages.

Error Message

%AS5400-0-INCOMPATIBLE_IMAGE: 12.2 mainline images are not compatible with the AS5400HPX system.

Explanation 12.2 mainline images are not compatible with the AS5400HPX system.

Recommended Action Load an image compatible with the system.

Error Message

%AS5400-1-DFC_ERR: DFC [dec]: Detected PCI [chars] Error, CSR=[hex]

Explanation A PCI error that was caused by a hardware failure has been detected on the DFC. The Cisco IOS software will power down this DFC and clean up the associated system 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 gathered information.

Error Message

%AS5400-1-IMAGE_UNSUPPORTED: Image not supported on this platform!

Explanation The last Cisco IOS Software for AS5350, AS5400 (non XM) and AS5400HPX would be 12.4(15)T. IOS 12.4(20)T and higher will operate on the AS5400XM and AS5350XM only.

Recommended Action Install the software image prior to 12.4(20)T.

Error Message

%AS5400-1-NVRAM: [chars]

Explanation An error has occurred during NVRAM functions.

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 at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%AS5400-1-NVRAM_INT_LEVEL: [chars] [dec]

Explanation Performing NVRAM erase/write functions with a non-zero interrupt level.

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 at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%AS5400-1-OLD_FIRMWARE: [chars]

Explanation The specified component should have the latest HW revision. If the hardware revision is not the latest, then it needs to be updated to the version specified in this message.

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%AS5400-1-UNINSTALLED_MASKED_INT: Uninstalled or masked interrupt: interrupt
status [hex] mask [hex] vector [hex]
```

Explanation The system detected an uninstalled or masked interrupt.

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 at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%AS5400-1-UNKNOWN_DFC_INT: Unknown DFC interrupt: DFC slot no [dec], interrupt
[dec]
```

Explanation An unknown DFC interrupt is detected.

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

Error Message

```
%AS5400-1-UNKNOWN_INT: Unknown interrupt: interrupt [dec]
```

Explanation The system detected an unknown interrupt.

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

Error Message

%AS5400-1-UNKNOWN_ISR: Unknown ISR : interrupt mask [hex]

Explanation An Interrupt Service Routine has never been installed for the interrupt mask.

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 at <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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

%AS5400-3-HW_ERROR: NULL

Explanation A DFC hardware error has been detected. The Cisco IOS software will power down this DFC and clean up the associated 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%AS5400-3-RTC_TIMEOUT: [chars] to onboard Real Time Clock timed out

Explanation A timeout occurred while reading or writing to the onboard Real Time Clock through the SMBUS.

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/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%AS5400_ENVN-1-CAN_NOT_POWER_ON_DFC: Can't power on DFC on slot %d for unknown reason.

Explanation Powering on a DFC failed.

Recommended Action Check the power plug to the DFC on the slot. If still fail, unplug the DFC and do diagnostic on it.

Error Message

%AS5400_ENVM-1-DFC_BUSYOUT: All DFCs are busy out due to board over temperature.

Explanation The System experienced an Over Temperature condition.

Recommended Action For AS5400, all DFCs are busy out to prevent the DFCs from damaging and to cool down the temperature. Check air conditioning and the surrounding of the AS5400 box. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message

%AS5400_ENVM-1-DFC_POWER_DOWN: A DFC is powered down due to board over-temperature. Slot: %d, Type: %s

Explanation The System experienced an over-temperature condition.

Recommended Action For AS5400, a DFC is powered down to prevent the DFC from damaging and to cool down the temperature. Check air conditioning and the surrounding of the AS5400 box. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message

%AS5400_ENVM-1-DFC_POWER_ON: A DFC is powered on due to board temperature cooling down. Slot: %d, Type: %s

Explanation The temperature in the system cools down.

Recommended Action For AS5400, when the board temperature cools down, a DFC is powered on, back to work. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message

%AS5400_ENVM-1-DFC_UNBUSYOUT: All DFCs are unbusy out due to board temperature cooling down.

Explanation The System experienced an over-temperature condition.

Recommended Action For AS5400, when the board temperature cools down, all DFCs are unbusy out, back to work. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message

%AS5400_ENVM-1-DROP_FAN_MONITOR: Environmental Monitor of Fans is dropped.

Explanation If a temperature sensor at inlet or outlet fails to work, the environmental monitoring of fans is dropped.

Recommended Action For AS5400, once the fan monitoring is dropped, only console message is sent out and alarm is activated. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message

%AS5400_ENVM-1-DROP_TEMP_MONITOR: Environmental Monitor of Temperature is dropped.

Explanation If all temperature sensors fail to work, the environmental monitoring of temperature is dropped.

Recommended Action For AS5400, once the temperature monitoring is dropped, only console message is sent out and alarm is activated. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message

%AS5400_ENVM-1-OIR_POWER_DOWN: Environmental monitor is trying to power down a DFC by simulating OIR removal. Slot: %d, Type: %s

Explanation The System experienced an over-temperature condition. For AS5400, a DFC is powered down to prevent the DFC from damaging and to cool down the temperature. The environmental monitor apply the scheme of OIR removal to power down the DFC.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. Check air conditioning and the surrounding of the AS5400 box.

Error Message

%AS5400_ENVM-1-OIR_POWER_ON: Environmental monitor is trying to power on a DFC by simulating OIR insertion. Slot: %d, Type: %s

Explanation The temperature cools down inside the chassis. For AS5400, when the board temperature cools down, a DFC is powered on, back to work. The environmental monitor apply the scheme of OIR insertion to power on the DFC.

Recommended Action No action is required.

Error Message

%AS5400_ENVNM-1-OK_FAN_MONITOR: Environmental Monitor of Fans is recovered.

Explanation If temperature sensors at both inlet or outlet recovers to work, the environmental monitoring of fans is recovered.

Recommended Action For AS5400, once the fan monitoring is recovered, console message is sent out and alarm is disabled. Fan state is set as normal. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message

%AS5400_ENVNM-1-OK_TEMP_MONITOR: Environmental Monitor of Temperature is recovered.

Explanation If a temperature sensor recovers to work, the environmental monitoring of temperature is recovered.

Recommended Action For AS5400, once the temperature monitoring is recovered, console message is sent out and alarm is disabled. temperature state is set as normal. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message

%AS5400_ENVNM-1-TEMP_SENSOR_FAIL: Temperature sensor #d fails to work.

Explanation The health of each temperature sensor itself is also monitored. There are three cases that we consider a sensor fails to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors in the same box is greater than limit, such as 25 degrees C.

Recommended Action For AS5400, once the failure of a temperature sensor is detected, ENVMON will set the temperature state of that sensor as disabled, send out console message. The temperature data from that sensor is ignored in temperature monitoring. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

Error Message

%AS5400_ENVNM-1-TEMP_SENSOR_OK: Temperature sensor #d recovers to work.

Explanation The health of each temperature sensor itself is also monitored. There are three cases that we consider these sensors fail to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors is greater than limit, such as 25 degrees C.

Recommended Action For AS5400, once the recovery of a temperature sensor is detected, ENVMON will set the sensor_state of that sensor as normal, send out console message. The temperature data from that sensor is read again in temperature monitoring. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

Error Message

%AS5400_ENVM-1-TEMP_STATE: System detected that temperature is in %s condition.

Explanation The environmental monitor detected a temperature change, either failure or recovery.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Check air conditioning and the surrounding of the AS5400 box. Call your technical support representative for assistance, if necessary.

Error Message

%AS5400_ENVM-3-DISABLE_ENVM: AS5400 Environmental Monitor is disabled.

Explanation A configuration command can disable AS5400 environmental monitor when a user doesn't need it in certain special situations.

Recommended Action For AS5400, once the ENVMON is disabled, both console message and a SNMP trap are sent out. No further action.

Error Message

%AS5400_ENVM-3-ENABLE_ENVM: AS5400 Environmental Monitor is enabled.

Explanation A configuration command can enable AS5400 environmental monitor after it was disabled in certain special situations.

Recommended Action For AS5400, once the ENVMON is enabled, both console message and a SNMP trap are sent out, and all ENVMON actions will be taken if necessary.

Error Message

%AS5400_ENVM-3-FAN_FAIL: %s fail to work.

Explanation Some cooling fans fail to work. This is detected by the temperature delta between the inlet and outlet. A big delta indicates fan failure.

Recommended Action Replace the fan as soon as possible or the system may shut itself down or fail to operate properly.

Error Message

%AS5400_ENVM-3-FAN_OK: %s recovered to work.

Explanation Some cooling fans recover to work. This is detected by the temperature delta between the inlet and outlet. A small delta indicates fan recovery.

Recommended Action Verify the fan work properly by checking the 4 fans and a customer should type 'show environment' to display temperature delta data and verify the recovery.

AS5X_FC Messages

Error Message

%AS5X_FC-3-BUSYOUT: [chars] [dec] [chars]

Explanation Errors occurred during the busyout of the AS5X-FC high-density packet voice and fax feature 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%AS5X_FC-3-CARDCOOKIE: [chars]:[dec]

Explanation An invalid cookie was detected for the AS5X-FC high-density packet voice and fax feature 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%AS5X_FC-3-FPGA: [chars] for slot:[dec] written pktpump_bar:[hex] read
pktpump_bar:[hex]

Explanation The FPGA Packet Pump Base Address Register was not programmed 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%AS5X_FC-3-FPGA_IMAGE_LOAD_FAILED: [chars] in slot [dec]
```

Explanation An AS5X-FC high-density packet voice and fax feature card FPGA image has failed to load.

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

Error Message

```
%AS5X_FC-3-IMC: [chars]:[dec]
```

Explanation An IMC controller was not 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%AS5X_FC-3-MALLOC: Memory allocation failure for: [chars]
```

Explanation A memory allocation 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

Error Message

```
%AS5X_FC-3-PVDMCOOKIE: Invalid PVDM cookie in Slot:[dec] PVDM :[dec]
```

Explanation An invalid packet voice/data module cookie 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%AS5X_FC-3-RESET_CLEARED_FAILED: AS5X-FC [dec] Reset-Cleared Failed
```

Explanation An AS5X-FC high-density packet voice and fax feature card reset-cleared operation 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%AS5X_FC-3-TIMER_RUNNING: AS5X-FC OIR remove for the Slot [dec] is still in progress, AS5X-FC insertion is aborted
```

Explanation The AS5X-FC high-density packet voice and fax feature card OIR timer is still running and the AS5X-FC OIR removal is in progress.

Recommended Action No action is required.

Error Message

```
%AS5X_FC-3-UNSUPPORTEDPVDM: pvdn_type:[hex] pvdn_slot:[dec]
```

Explanation An unsupported PVDM type has been detected in the specified slot.

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

Error Message

```
%AS5X_FC-6-FPGA_IMAGE_DAMAGED: [chars] in slot [dec], loading image version [dec]
```

Explanation There is a damaged AS5X-FC high-density packet voice and fax feature card FPGA image.

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

Error Message

```
%AS5X_FC-6-FPGA_IMAGE_LOADED: [chars] in slot [dec]
```

Explanation An AS5X-FC high-density packet voice and fax feature card FPGA image has been loaded.

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

Error Message

```
%AS5X_FC-6-FPGA_IMAGE_UPGRADE: [chars] in slot [dec], from revision [dec] to revision [dec]
```

Explanation Upgrading the AS5X-FC high-density packet voice and fax feature card FPGA image.

Recommended Action No action is required.

Error Message

```
%AS5X_FC-6-NODSP: [chars]:[dec]
```

Explanation No DSPs were found on the specified 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%ASPP-3-NOTTY: %s: Unable to set Rx/Tx tty async service hooks.
```

Explanation This message occurs only when ASP is configured. It indicates the serial interface using ASP is configured incorrectly or does not support asynchronous mode.

Recommended Action Verify the correct hardware interface type is being used.

Error Message

```
%ASR900_PTP-3-MSGDISPATCH: Unable to dispatch received TDL message from PTP daemon
```

Explanation An unexpected condition has occurred while IOS was trying to dispatch a TDL message received from PTP daemon.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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

```
%ASR900_PTP-3-MSGINITFAIL: Failed to initialize required PTP resource: [chars]
```

Explanation During the initialization of the resources required by PTP, a failure occurred. This has prevented PTP from being activated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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.

IOSXE Messages

Error Message

```
%ASR1000_APPLIANCE-3-ACTIVATE_FAIL: Failed to send appliance '[chars]' activate message
```

Explanation A failure occurred during the creation and transmission of the appliance activate message. The message was not successfully sent and therefore the appliance was not activated.

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

Error Message

```
%ASR1000_APPLIANCE-3-DEACTIVATE_FAIL : Failed to send appliance '[chars]' de-activate message
```

Explanation A failure occurred during the creation and transmission of the appliance deactivate message. The message was not successfully sent and therefore the appliance was not deactivated.

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

Error Message

```
%ASR1000_APPLIANCE-3-INIT_FAIL: Failed to initialize required appliance objects
```

Explanation A memory allocation failure occurred during the initialization of the resources required for the appliance feature, thus preventing the appliance feature from being enabled.

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

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

Error Message

```
%ASR1000_APPLIANCE-3-PKG_PATH_ACTIVATE_FAIL:Failed to find appliance definition file '[chars]'. Appliance '[chars]' will not be activated
```

Explanation The specified appliance definition file was not found after a switchover. This caused the failure to activate the appliance.

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

Error Message

```
%ASR1000_APPLIANCE-3-ROMMON_UNSUPPORTED:ROMMON configuration does not support virtualization
```

Explanation Virtualization is not supported by the current ROMMON configuration.

Recommended Action To enable virtualization, verify whether both the ROMMON version and ROMMON variable ENABLE_VTX are correct. 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%ASR1000_APPLIANCE-3-STBY_PKG_PATH_ACTIVATE_FAIL: Failed to find appliance definition file '[chars]' on Standby. Appliance '[chars]' will not be activated following a switchover

Explanation The specified appliance definition file is not found on the standby router. This appliance will not be activated after a switchover. Copy the appliance definition file to the standby router as soon as possible.

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

Error Message

%ASR1000_APPLIANCE-3-STBY_PKG_PATH_FAIL:Failed to find appliance definition file '[chars]' required by appliance '[chars]' on Standby

Explanation The specified appliance definition file is not found on the standby router. The configuration is accepted upon a switchover; however, if the definition file is not found, the configuration will be removed. Copy the appliance definition file to the standby as soon as possible.

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

Error Message

%IOSXE_DSP-3-ENQUEFAIL: Enqueue of TDL message failed ([chars]).

Explanation The configuration, resource, or call details were not forwarded because an unexpected 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IOSXE_ETHERCHAN-3-LINK_MTU_FAIL: Failure in changing MTU of interface %s to port-channel %s MTU
```

Explanation The MTU for the interface mentioned in the message cannot be changed to match the MTU configured on the port channel interface

Recommended Action Remove the link mentioned in the message from the port-channel group

Error Message

```
%IOSXE_ETHERCHAN-6-LINK_MTU: Interface %s MTU set to port-channel %s MTU %d
```

Explanation The MTU for the interface mentioned in the message is changed to match the MTU configured on the port channel interface

Recommended Action No action is required.

Error Message

```
%IOSXE_LICENSE_BOOT_CLI-3-CHASFS_OBJECT_FAILURE: Unable to create the chassis file system object [chars], for storage of the license boot level.
```

Explanation An attempt to create the specified chassis file system object used for the storage of the license boot level has failed. Executing the **show license image-levels** command may not display the latest values.

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

Error Message

```
%IOSXE_LICENSE_BOOT_CLI-3-CHASFS_PROPERTY_CREATE_FAILURE: Unable to create the chassis file system Property [chars], for storage of a property for the license boot level.
```

Explanation An attempt to create the specified chassis file system property used for the storage of a property for the license boot level 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/cisco/web/support/index.html>. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IOSXE_LICENSE_BOOT_CLI-3-CHASFS_PROPERTY_SET_FAILURE: Unable to set the value [chars], for property [chars], in the chassis file system for storage of the license boot level.
```

Explanation An attempt to create the specified chassis file system property used for the storage of a property for the license boot level 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%IOSXE_MEMPOOL_MIB-3-BUFFPOOL_REG_ERROR: Bufferpool register data exceeds allocated memory; Retrieved only %d entries.
```

Explanation Memory allocated is not enough

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

Error Message

```
%IOSXE_MGMTVRF-3-AFI_ATTACH_FAIL: Management VRF AFI %s attach failed
```

Explanation Can not create afi subblock for mgmt vrf

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%IOSXE_MGMTVRF-3-INTF_ATTACH_FAIL: Management VRF attach to mgmt port failed

Explanation Can not associate mgmt port to mgmt vrf

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

Error Message

%IOSXE_MGMTVRF-3-PROCESS_CREATE_FAIL: Management VRF process creation failed, %s

Explanation Can not create IOS process for mgmt port init

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

Error Message

%IOSXE_MGMTVRF-3-SET_TABLEID_FAIL: Installing %s Management interface tableid 0x%x failed

Explanation Fail to set mgmt port tableid into Linux kernel

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

Error Message

%IOSXE_MGMTVRF-3-VRF_CREATE_FAIL: Management VRF creation failed

Explanation Can not create mgmt vrf during system init

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

Error Message

%IOSXE_MGMTVRF-6-CREATE_SUCCESS_INFO: Management vrf %s created with ID %d, ipv4 table-id 0x%x, ipv6 table-id 0x%x

Explanation mgmt vrf and ipv4, ipv6 tables created for mgmt port

Recommended Action .

Error Message

%IOSXE_OIR-3-MODULE: Missing %s for %s

Explanation A hardware or software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_OIR-3-OIRTWICE: Subslot %u/%u OIR insertion/removal not paired up: %s

Explanation An internal OIR-related error occurred for the specified 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 gathered information.

Error Message

%IOSXE_OIR-3-POWER_CYCLE_IMMINENT: The SPA in subslot %u/%u will be power cycled in %d seconds.

Explanation The SPA in the specified subslot will be power cycled in the amount of time specified in the error message.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-3-PROCMSG: Process msg send failed for process%d

Explanation Process message send 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 gathered information.

Error Message

%IOSXE_OIR-3-QUIESCE_FAIL: Quiesce failed for subslot %u/%u (error = %d)

Explanation The RP failed to contact the SPA during failover. The SPA will be reset.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-3-UNQUIESCE_FAIL: Unquiesce failed for subslot %u/%u (error = %d)

Explanation The RP failed to unquiesce the SPA in the specified subslot. The SPA will be reset.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-CARDRECONCILE: SPA type changed on subslot %u/%u from %u to %u

Explanation The SPA in the specified subslot has been initialized, and it has been detected that it is of a different type to the SPA that was previously in this subslot.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-INSCARD: Card (%s) inserted in slot %s

Explanation The OIR facility detected the insertion of a card in the slot number specified in the message.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-INSSPA: SPA inserted in subslot %u/%u

Explanation The OIR facility detected the insertion of a SPA in the subslot number specified in the message.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-OFFLINECARD: Card (%s) offline in slot %s

Explanation The OIR facility detected the state change to offline for the card in the slot number specified in the message.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-ONLINECARD: Card (%s) online in slot %s

Explanation The OIR facility detected the state change to online for the card in the slot number specified in the message.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-REMCARD: Card (%s) removed from slot %s

Explanation The OIR facility detected the removal of a card from the slot number specified in the message.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-REMSPA: SPA removed from subslot %u/%u, interfaces disabled

Explanation The OIR facility detected the removal of a SPA from the subslot number specified in the message. The interfaces on that processor will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-SOFT_RELOADSPA: SPA(%s) reloaded on %s

Explanation The SPA in the specified subslot is reloaded by the command `hw-module subslot slot#/subslot# reload`

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-SOFT_STARTSPA: SPA(%s) restarted in %s

Explanation The SPA in the specified subslot is restarted by the command `hw-module subslot slot#/subslot# start`

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-SOFT_STOPSPA: SPA(%s) stopped in %s, interfaces disabled

Explanation The SPA in the specified subslot is stopped by the command `hw-module subslot slot#/subslot# stop`. The interfaces on that processor will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

Recommended Action No action is required.

Error Message

%IOSXE_OIR-6-SPARELOAD: SPA reloaded on subslot %u/%u

Explanation The SPA in the specified subslot is reloaded.

Recommended Action No action is required.

Error Message

%ASR1000_PEM-3-FANFAIL: The fan in slot %d/%d is encountering a failure condition

Explanation The fan's hardware is reporting that the fan is failing. This is most likely because the hardware detects the fan as spinning below the minimum speed.

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

Error Message

%ASR1000_PEM-3-PEMCHASFSERR: The PEM in slot %d has encountered a system software error.

Explanation The PEM's underlying software for storing PEM state 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 gathered information.

Error Message

%ASR1000_PEM-3-PEMFAIL: The PEM in slot %d is switched off or encountering a failure condition.

Explanation The PEM hardware has been either switched off, or is reporting a failure 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 gathered information.

Error Message

%ASR1000_PEM-6-FANOK: The fan in slot %d/%d is functioning properly
Explanation The fan was reporting a failure condition. This message indicates that the fan is no longer reporting a 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 gathered information.

Error Message

```
%ASR1000_PEM-6-INSPEM_FM: PEM/FM slot P%u inserted
```

Explanation The platform detected the insertion of a power/fan module in the slot number specified in the message.

Recommended Action No action is required.

Error Message

```
%ASR1000_PEM-6-PEMOK: The PEM in slot %d is functioning properly
```

Explanation The PEM hardware may have been either switched off, or reporting a failure condition. This message indicates that the PEM is no longer either switched off, or reporting a 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 gathered information.

Error Message

```
%ASR1000_PEM-6-REMPER_FM: PEM/FM slot P%u removed
```

Explanation The platform detected the removal of a power/fan module in the slot number specified in the message.

Recommended Action No action is required.

Error Message

```
%IOSXE_PROCMIB -4-MSGERR: %s Error with process mib message from sub-slot %d/%d
```

Explanation When processing a process MIB message from the specified subslot, the specified 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 gathered information.

Error Message

```
%IOSXE_PROCMIB -4-SENDMSGERR: Failure in sending process mib information from
subslot %d/%dto RP
```

Explanation A failure is encountered when sending process MIB statistics from the IOS driver for the subslot specified in the message to RP IOS. This indicates a 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 gathered information.

Error Message

```
%ASR1000_RP_ALARM-6-INFO: %s %s %s %s %s
```

Explanation Alarm assertion or deassertion information.

Recommended Action No action is required.

Error Message

```
%IOSXE_RP_CFG_NOT-2-MSGIPCINITERROR: Error initializing IPC queue
```

Explanation An unexpected condition in which IOS could not initialize a message queue to the PSD.

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

Error Message

```
%IOSXE_RP_CFG_NOT-2-MSGNOEXP: Can not construct a '%s' message for configuration
export: %s
```

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the the TDL error may indicate a version conflict with respect to 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 gathered information.

Error Message

```
%IOSXE_RP_CFG_NOT-2-MSGTDLERROR: Error processing TDL message. %d
```

Explanation An unexpected condition in which IOS has received a TDL message which it can not 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 gathered information.

Error Message

```
%IOSXE_RP_CFG_NOT-2-MSGTDLINITERROR: Configuration Notification messaging module initialization failed: Unable to initialize messaging: %s
```

Explanation The Configuration Notification subsystem has failed to initialize the infrastructure for messaging with the Pluggable Services Daemon. Notification of configuration to critical modules cannot proceed.

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

Error Message

```
%IOSXE_RP_CFG_NOT-3-MSGIPCTXERROR: IPC transmit error. %d
```

Explanation An unexpected condition in which IOS encountered an error trying to send a message to another process. %d

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

Error Message

%IOSXE_RP_CFG_NOT-3-MSGNOCAND: Can not construct a candidate entry for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the the TDL error may indicate a version conflict with respect to 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 gathered information.

Error Message

%IOSXE_RP_CFG_NOT-3-MSGNOPWARR: Can not construct an array for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the the TDL error may indicate a version conflict with respect to 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 gathered information.

Error Message

%IOSXE_RP_CFG_NOT-3-MSGNOREPLMSG: Can not construct a replace message for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the the TDL error may indicate a version conflict with respect to 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 gathered information.

Error Message

%IOSXE_RP_CFG_NOT-3-MSGNOUPDATEMSG: Can not construct an update message for configuration export

Explanation This error usually indicates either an out of memory condition or a TDL error. If ample memory is available, then the the TDL error may indicate a version conflict with respect to 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 gathered information.

Error Message

%IOSXE_RP_DIAG_TEST-3-MSGDIAGCANTENQUEUE: Online diagnostics could not enqueue a diagnostic test response.

Explanation The asr1000 online diagnostics failed to respond properly to a request by the system to perform a 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 gathered information.

Error Message

%IOSXE_RP_DIAG_TEST-3-MSGDIAGTIMEOUT: A timeout occurred while waiting for an online diagnostic test to finish.

Explanation The asr1000 online diagnostics failed to respond properly to a request by the system to perform a 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 gathered information.

Error Message

%IOSXE_RP_DIAG_TEST-3-MSGIPCTXERROR: IPC transmit error. %d

Explanation An unexpected condition in which IOS encountered an error trying to send a message to another process. %d

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

Error Message

Error Message %IOSXE_RP_DIAG_TEST-3-MSGOBNNULL : An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to perform online diagnostics work.

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

Error Message

%IOSXE_RP_DIAG_TEST-3-MSGRESPTDLERR: A diagnostic test result could not be read properly.

Explanation The asr1000 online diagnostics failed to respond properly to a request by the system to perform a 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 gathered information.

Error Message

%IOSXE_RP_DIAG_TEST-3-MSGTDLERROR: Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it can not 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 gathered information.

Error Message

%IOSXE_RP_DIAG_TEST-6-MSGOUTOFORDER: Received a test result after IOS had timed out. [%d,%d]

Explanation When a diagnostic test is performed, IOS waits for the result be returned. If it does not return in a specified period of IOS times out on that test request and moves on.

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

Error Message

%IOSXE_RP_DIAG_TEST-6-MSGUNEXPECTEDEVENT: Unexpected event recieved.

Explanation When a diagnostic test is performed, IOS waits for the result be returned. While waiting for the result, IOS unexpectedly received an event it does not recognize and so IOS stopped waiting for the result. The test continued, IOS does not know what the results are and hence can not report them.

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

Error Message

%IOSXE_RP_DPIDB-3-BULK_SYNC: Failed to send %s information to peer

Explanation The bulk synchronization of the DPIDX configuration to the standby RP has failed to complete successfully; DPIDX has therefore taken the action which will result in a reload of the peer in order to once more attempt to successfully synchronize the configuration state which may have failed initially to a transient 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 gathered information.

Error Message

%IOSXE_RP_DPIDB-3-CF: Datapath IDB CF operation failed - %s

Explanation Failure in some datapath ID CF activity.

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

Error Message

%IOSXE_RP_DPIDB-3-DECODE: Decode via %s of %s failed

Explanation A message of the transport and type described failed in its attempt to be decoded on the standby. The resultant action taken by the standby route processor is an attempt to resynchronize.

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

Error Message

%IOSXE_RP_DPIDB-3-DYN_SYNC: Failed to process %s dynamic state

Explanation The incremental synchronization of the DPIDX configuration to the standby RP has failed to complete successfully. This implies that the configuration state between the active and standby RP is inconsistent.

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

Error Message

%IOSXE_RP_DPIDB-3-IDBBADTYPE: Datapath IDB type %d is not valid

Explanation An unexpected condition has occurred as the type of a datapath IDB 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 gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show interfaces** command and your pertinent troubleshooting logs.

Error Message

%IOSXE_RP_DPIDB-3-IDBEXIST: Datapath IDB already exists in this mapping entry:
%s-%d

Explanation An unexpected condition has occurred that an attempt is made to save datapath IDB in a mapping entry filled by 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-IDBNONEXIST: Datapath IDB does not exist in this mapping entry:
%s-%d

Explanation Datapath IDB lookup points to empty mapping entry.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-IDBNOTVAI: Invalid API call for %s

Explanation Failure in an internal API

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-IDXALLOCFAILED: Datapath IDB index allocation failed: %s

Explanation An unexpected condition has occurred as all the available of datapath IDB indices are 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-IDXBADRANGE: Datapath IDB index %d is not in a valid range

Explanation An unexpected condition has occurred as the index of a datapath IDB 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-IDXDELETIONFAILED: Deletion of datapath IDB index from the database failed

Explanation An unexpected condition has occurred that deletion of datapath IDB indices 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-IDXINSERTFAILED: Insertion of datapath IDB index %d into database failed

Explanation An unexpected condition has occurred that insertion of datapath IDB indices 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-IDXLOOKUPFAILED: Lookup of datapath IDB index from the database failed (%s)

Explanation An unexpected condition has occurred that lookup of datapath IDB indices 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-ISSU: %s %s failed; %s

Explanation An operation pertaining to the ISSU support for DPIDX failed to complete using either the CF or IPC transport context with the reason specified

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

Error Message

%IOSXE_RP_DPIDB-3-LIST: List %s failed for %s

Explanation List enqueue or removal 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-NEGOTIATION: Failed to start ISSU %s session negotiation; %s

Explanation The ISSU negotiation with the peer failed to start for either the CF or IPC transport with the reason specified.

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

Error Message

%IOSXE_RP_DPIDB-3-NOHWSUBBLOCK: HWIDB %s does not have a ASR1000 subblock

Explanation An unexpected condition has occurred that no ASR1000 subblock was previously allocated for 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-NOSWSUBBLOCK: SWIDB %s does not have a ASR1000 subblock

Explanation An unexpected condition has occurred that no ASR1000 subblock was previously allocated for a SWIDB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

```
%IOSXE_RP_DPIDB-3-NULLTIMER: NULL timer
```

Explanation A timer 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

```
%IOSXE_RP_DPIDB-3-PROGRESSION: Unable to inform RF of bulk sync completion; %s
```

Explanation The active route processor has sent a notification to the standby to inform of the completion of the bulk synchronization of the DPIDX configuration. The standby has failed to respond to the active informing that it received the notification noting the reason for the failure. The resultant action taken by the standby route processor is an attempt to resynchronize.

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

Error Message

```
%IOSXE_RP_DPIDB-3-RECEIVE: Message via %s is %s
```

Explanation An attempt to receive and process a versioned negotiation or synchronization message has failed due to an internal error being detected by the information received from the IPC or CF components.

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

Error Message

%IOSXE_RP_DPIDB-3-REGISTRATION: ISSU %s failed for %s; %s

Explanation An ISSU registration for the set of initial capabilities and sessions failed due to the reason specified. This will have the effect of the DPIDX ISSU support being unavailable between peers.

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

Error Message

%IOSXE_RP_DPIDB-3-RF: Datapath IDB RF operation failed - %s

Explanation Failure in some datapath ID RF activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-RPC: Datapath IDB RPC operation failed - %s

Explanation Failure in some datapath ID RPC activity.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show interface)

Error Message

%IOSXE_RP_DPIDB-3-TRANSFORM: %s of %s via %s failed for dpidx %u

Explanation An attempt to either encode or decode a versioned synchronization message has failed due to an internal error encountered by the ISSU component.

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

Error Message

%IOSXE_RP_DPIDB-3-TRANSMIT: Unable to send via %s %s %s %s; %s

Explanation An attempt to send a versioned negotiation or synchronization message has failed due to an internal error encountered by the IPC or CF components.

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

Error Message

%IOSXE_RP_DPIDB-6-READY: %s peer not ready, discarding %s

Explanation The synchronization attempt for the message has determined that the transport has lost communication with its peer. This is a normal situation which indicates that the standby route-processor is currently out of service implying a simplex redundancy mode.

Recommended Action .

Error Message

%IOSXE_RP_DPIDB-6-RELOAD: %s, reloading %s

Explanation A synchronization attempt between the active and standby RP peers has failed with the reason indicated. The standby peer is reloaded in an attempt to resynchronize when operating in a stateful redundant 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 gathered information.

Error Message

`%IOSXE_RP_DPIDB-6-TIMEOUT: Bulk sync is flow controlled by %s`

Explanation The bulk synchronization of the DPIDX configuration to the standby RP has encountered a flow control condition which has effected a timeout awaiting the condition to clear. This will result in a reload of the standby RP to allow the bulk synchronization to restart.

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

Error Message

`%IOSXE_RP_IF_FLOW_IDS-3-BUFF_OFFSET_NULL: Unable to utilize the memory buffer provided by the Checkpoint Facility. This %s CF client has failed to Bulk Sync.`

Explanation This error indicates the Checkpoint Facility is having problems recognizing its own buffer layout. If this occurs during Bulk Sync then Bulk Sync will terminate without completing. Otherwise the incremental Sync 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 gathered information.

Error Message

`%IOSXE_RP_IF_FLOW_IDS-3-CF_CANNOT_REGISTER: The call to add this %s CF client to the Checkpoint Facility failed with the error %s. This client is unable to proceed and will not be registered.`

Explanation For some reason the Checkpoint Facility will not register this client. As a result the Standby will never receive synchronized state from this CF client on the Active RP, The system is not capable of SSO and HA switchover.

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%IOSXE_RP_IF_FLOW_IDS-3-CF_SEND_BULK_NONBLOCKED: The Checkpoint Facility reported the error %s while attempting to send a message. Bulk Sync of this %s CF client is terminating.

Explanation This error indicates the Checkpoint Facility has internal problems related to IPC, and cannot perform a non-blocked send 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 gathered information.

Error Message

%IOSXE_RP_IF_FLOW_IDS-3-CF_SEND_INCR_NONBLOCKED: The Checkpoint Facility reported the error %s while attempting to send a non-blocked message. The Incremental Sync transaction for this %s CF client cannot be sent to the Standby RP.

Explanation This error indicates the Checkpoint Facility has internal problems related to IPC.

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

Error Message

%IOSXE_RP_IF_FLOW_IDS-3-DEFERRED_DURING_BULK_SYNC: Encountered error %s while trying to place an %s transaction on the Deferred list during Bulk Sync for the %s CF client.

Explanation Unable to cache a deferred transaction while Bulk Sync is underway. This can adversely impact SSO state on the Standby RP.

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%IOSXE_RP_IF_FLOW_IDS-3-NO_BUFF_FOR_SYNC: The Checkpoint Facility reported the error %s during a request for a buffer length of %d. This %s CF client has failed to synchronize a transaction to the Standby RP.

Explanation This error indicates that the buffer management within the Checkpoint Facility has either run out of buffers, or has some other problem. If this occurs during Bulk Sync then Bulk Sync will terminate without completing. Otherwise the incremental Sync 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 gathered information.

Error Message

%IOSXE_RP_IF_FLOW_IDS-3-RF_ADD_CLIENT_FAILED: The RF facility failed to add this %s client, reason given is %s.

Explanation This indicates the RF facility could not add the 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 gathered information.

%IOSXE_RP_IF_FLOW_IDS-3-RF_IF_ID_REGEN_ERROR: Error code %d encountered trying to regenerate interface flow-control identifier. If id %u resides in slot/subslot/port (%u/%u/%u).

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Id pools and cannot progress to Active 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 gathered information.

Error Message

```
%IOSXE_RP_IF_FLOW_IDS-3-RF_PEER_EVENT_BUFFER: This %s RF client is unable to acquire an event buffer to send an RF peer message, the error %s was returned.
```

Explanation This indicates the RF facility is unable to provide a message buffer needed to communicate with the RF peer. As a consequence the RF progression may be compromised.

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

Error Message

```
%IOSXE_RP_IF_FLOW_IDS-3-RF_POOL_REGEN_ERROR: Id Pool Regeneration encountered error code %d, cannot switchover.
```

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Flow Id pools and cannot progress to Active 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 gathered information.

Error Message

```
%IOSXE_RP_IF_FLOW_IDS-3-RF_POOL_REGEN_PROCESS_FAILED: The %s RF client Failed to create the Id Pool Regeneration process.
```

Explanation The background process which performs Flow Control Id Pool regeneration failed to start. As a consequence the Standby will never obtain the relevant SSO state to enable HA switchover.

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%IOSXE_RP_IF_FLOW_IDS-3-RF_PROCESS_FAILED: This %s RF client Failed to create the Bulk Sync Process.`

Explanation The background process which performs the RF Bulk Sync failed to be created. As a consequence the Standby will never obtain the relevant SSO state to enable HA switchover.

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

Error Message

`%IOSXE_RP_IF_FLOW_IDS-3-RF_SEND_PEER: This %s RF client encountered error %s, when attempting to send a peer message.`

Explanation This indicates the RF facility could not send a message to the RF peer. As a consequence the RF progression may be compromised.

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

Error Message

`%IOSXE_RP_IF_FLOW_IDS-3-RF_SPA_ID_REGEN_ERROR: Error code %d encountered trying to regenerate spa %s identifier in slot/subslot (%u/%u)`

Explanation The background process which performs Flow Control Id Pool regeneration encountered an error. As a consequence the Standby does not have valid Id pools and cannot progress to Active 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 gathered information.

Error Message

```
%IOSXE_RP_IF_FLOW_IDS-3-SEND_FAIL_RELOAD: Checkpoint Facility Failed to send a %s transaction for this %s CF client. Reloading the Standby RP.
```

Explanation This indicates the underlying Checkpoint Facility could not deliver a message sent from the active RP to the standby RP. The process will automatically reload the standby RP.

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

Error Message

```
%IOSXE_RP_IF_FLOW_IDS-4-DEF_LIST_REMOVE: Failed to remove one entry from the Deferred Sync list, for the %s CF client.
```

Explanation An unexpected condition occurred during list maintenance.

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

Error Message

```
%IOSXE_RP_IF_FLOW_IDS-6-CFPEER_CANNOT_RECV: The Checkpoint Peer is not ready to receive messages. The Incremental Sync transaction for this %s CF client will not occur.
```

Explanation This error indicates the Checkpoint Facility has signalled the peer has gone away.

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

Error Message

```
%IOSXE_RP_MGMTE-3-MSGCREATENULL: Cannot allocate %s TDL message
```

Explanation An unexpected condition in which IOS cannot allocate TDL message for Management ethernet.

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

Error Message

```
%IOSXE_RP_MGMTE-3-MSGTDLINITERROR: Management ethernet interface messaging module initialization failed: Unable to initialize messaging: %s
```

Explanation The Management ethernet interface subsystem has failed to initialize the infrastructure for messaging with the Pluggable Services Daemon. Configuration of management ethernet modules cannot proceed.

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

Error Message

```
%IOSXE_RP_MGMTE-3-PROCESS_CREATE_FAIL: Management ethernet statistics process creation failed
```

Explanation Can not create IOS process for RP management ethernet port statistics collection

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

Error Message

%IOSXE_RP_ONLINE_DIAG-3-MSGMAXCARDS: Online diagnostics maximum number of cards exceeded

Explanation An unexpected condition in which IOS has attempted to register more hardware cards for diagnostics than it expects the maximum to be.

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

Error Message

%IOSXE_RP_ONLINE_DIAG-3-MSGOBNNULL: An unexpected condition in which IOS has received a null pointer that it expects to be non-null.

Explanation An unexpected condition has occurred while IOS is trying to perform online diagnostics work.

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

Error Message

%IOSXE_RP_ONLINE_DIAG-3-MSGTDLERROR: Error processing TDL message. %d

Explanation An unexpected condition in which IOS has received a TDL message which it can not 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 gathered information.

Error Message

IOSXE_RP_SPA-3-IOSXE_RP_SPA: Bad ifcom message type=%u

Explanation A SPA module passed down a message that the RP 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 gathered information.

Error Message

IOSXE_RP_SPA-3-CI_UPDATE_FAIL: 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

IOSXE_RP_SPA-3-DPIDX_LKUP_FAIL: 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

IOSXE_RP_SPA-3-ERROR: NULL

Explanation This message can take many forms. It provides information about 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 gathered information.

Error Message

IOSXE_RP_SPA-3-FLOWID_ALLOC_FAIL: 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

IOSXE_RP_SPA-3-FLOWID_RELEASE_FAIL: 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

IOSXE_RP_SPA-3-FOREVER: cmd %u to %s (slot %u/%u) took %u usecs, done %x

Explanation A CCB command from the RP to a SPA module took longer than expected.

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

Error Message

IOSXE_RP_SPA-3-HWIDB_FAILURE: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

IOSXE_RP_SPA-3-HWIDB_INIT_FAIL: 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

IOSXE_RP_SPA-3-IFCFG_CMD_NOT_OWNER: Process '%s' waiting for interface configuration command (0x%x) to slot %u/%u without acquiring lock owned by process '%s'

Explanation A process on the RP sent an configuration command to the slot specified in the error message and a different process waited for the result. This could cause incorrect line card configuration states.

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

Error Message

IOSXE_RP_SPA-3-IFCFG_FOREVER: to %s (slot %u/%u) took %u usecs, ret_val %lu

Explanation A interface config command from the RP to a SPA module took longer than expected.

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

Error Message

IOSXE_RP_SPA-3-IFCFG_NO_UNIQUE_KEY: No unique-key generator registered for interface configuration command %u.

Explanation The High Availability component for SPA modules is unable to properly synchronize state information for the current 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 gathered information.

Error Message

IOSXE_RP_SPA-3-INVALID_PORT_NUM: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

IOSXE_RP_SPA-3-IPCALLOCFAIL: 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 gathered information.

Error Message

IOSXE_RP_SPA-3-IPCPORT: Failed to %s IPC port '%s', error %s

Explanation The Linecard failed to create a port for communication with the Route Processor (IOSXE RP).

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

Error Message

IOSXE_RP_SPA-3-IPCPORTFAIL: Failed to open IPC port '%s' with error %s

Explanation The RP failed to open a port for communication with a SPA 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 gathered information.

Error Message

IOSXE_RP_SPA-3-IPCSENFFAIL: Failed to send IPC message %s

Explanation The RP failed to send a message to a SPA 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 gathered information.

Error Message

IOSXE_RP_SPA-3-MAX_SPA: 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

IOSXE_RP_SPA-3-NO_HOST_INFO: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

IOSXE_RP_SPA-3-NULL_DATA_STRUCTURE: 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

IOSXE_RP_SPA-3-SPA_NO_HOST_INFO: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

IOSXE_RP_SPA-3-VC_PROV_FAIL: Failed to provision interface %s

Explanation The SPA driver is not able to provision the interfacespecified 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

IOSXE_RP_SPA-4-CCB_PLAYBACK_ERROR: CCB playback failed for slot %d.

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

Recommended Action Reload the standby supervisor module to force a fresh bulk synchronization. If this error 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 gathered information.

Error Message

IOSXE_RP_SPA-4-CCB_RECORD_ERROR: CCB record failed for slot %d.

Explanation The High Availability component for SPA modules failed to record some new state information for the specified slot.

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

Error Message

IOSXE_RP_SPA-4-IFCFG_CMD_TIMEOUT: Interface configuration command (0x%x) to slot %u/%u timed out

Explanation The RP sent an configuration command to the slot specified in the error message and received no confirmation for the command.

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

Error Message

IOSXE_RP_SPA-4-IFCFG_DFLT_LIST_ERROR: For Interface Configuration command %u, default retval list search resulted 0x%x for slot %u/%u

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show platform redundancy if-config default-retvals)

Error Message

IOSXE_RP_SPA-4-IFCFG_PLAYBACK_ERROR: Interface Configuration command %u playback failed for slot %u/%u.

Explanation The High Availability component for SPA modules failed to synchronize some new state information for the specified slot.

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

Error Message

IOSXE_RP_SPA-4-IFCFG_RECORD_ERROR: Interface Configuration command %u record failed for slot %u/%u.

Explanation The High Availability component for SPA modules failed to record some new state information for the specified slot.

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

Error Message

IOSXE_RP_SPA-4-INCR_CFG_SYNC_FAIL: ASR1000 incremental running-config sync for [%d/%d] failed - %s(%d), Reload Standby

Explanation The specified ASR1000 incremental running-config sync failed

Recommended Action Power cycle the redundant supervisor

Error Message

IOSXE_RP_SPA-4-IPCFAILED: IPC failed to send RPC message to SPA module

Explanation The RP failed to send an RPC message via IPC to a SPA module.

Recommended Action No action is required.

Error Message

IOSXE_RP_SPA-4-LCLOG_TOOLONG: Message too long from slot %u/%u: %u bytes

Explanation The SPA module passed down a logger message that is too long for the RP 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 gathered information.

Error Message

IOSXE_RP_SPA-4-LCLOG_TOOLONG:

Explanation The SPA module passed down a logger message that could not be parsed.

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

Error Message

IOSXE_RP_SPA-4-SEMAHOG: Process %d (%s) hogging %s! calling proc %d (%s)

Explanation The RP waited too long for a reply to a command sent to a SPA module.

Recommended Action No action is required.

Error Message

IOSXE_RP_SPA-4-SPA_CMD_NO_RESP: %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.

Error Message

IOSXE_RP_SPA-4-SPA_RESP_CMD_MISMATCH: %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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

IOSXE_RP_SPA-6-CARDRELOAD: Module %u reload due to SPA insert in %u/%u.

Explanation When inserting a SPA on this carrier card, the card is reset.

Recommended Action No action is required.

Error Message

%IOSXE_RP_VTYMGMT-3-MSGBIPCBUFFER: Unable to acquire a BIPC buffer of length %d for sending messages.

Explanation A message was to be sent by IOS, but no BIPC buffer was available. The message to be sent has been discarded and the associated operation 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 gathered information.

Error Message

```
%IOSXE_RP_VTYMGT-3-MSGBIPCERR: Unable to process received BIPC messages for Vty Management, error: %s
```

Explanation An unexpected condition has occurred while IOS was trying to process a received BIPC message for Vty Management.

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

Error Message

```
%IOSXE_RP_VTYMGT-3-MSGBUILDERROR: Error '%d' building TDL Vty Management message '%s': %s
```

Explanation An unexpected condition has occurred while IOS is building a TDL response message for Vty Management

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

Error Message

```
%IOSXE_RP_VTYMGT-3-MSGDISPATCH: Unable to dispatch received TDL messages for Vty Management
```

Explanation An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages for Vty Management.

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%IOSXE_RP_VTYMGT-3-MSGDISPATCHNULL: Received NULL TDL message

Explanation An unexpected condition in which IOS has received a NULL TDL message for Vty Management.

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

Error Message

%IOSXE_RP_VTYMGT-3-MSGENQUEUEERROR: Error queueing TDL Vty Management message '%s'

Explanation An unexpected condition has occurred when IOS attempted to queue a TDL response message for Vty Management

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

Error Message

%IOSXE_RP_VTYMGT-3-MSGERROR: Error '%d' handling a received TDL message '%s' for Vty Management: %s

Explanation An unexpected condition has occurred while IOS is processing a received Vty Management TDL 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 gathered information.

Error Message

%IOSXE_RP_VTYMGT-3-MSGEXTAPPUPDATE: Unable to update external application data for line '%d'

Explanation An attempt to update the external application for a line failed unexpectedly. The line update failed and if the line number specified is valid, the line was released.

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

Error Message

%IOSXE_RP_VTYMGT-3-MSGINVALIDFIELDINT: Invalid field '%s' in TDL message '%s' received: value '%u' for Vty Management

Explanation A message with an invalid field value was received for Vty Management

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

Error Message

%IOSXE_RP_VTYMGT-3-MSGINVALIDFIELDSTR: Invalid field '%s' value '%s' in TDL message '%s' received for Vty Management

Explanation A message with an invalid field value was received for Vty Management

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

Error Message

```
%IOSXE_RP_VTYMGT-3-MSGMARSHALERROR: Error '%d' marshaling TDL Vty Management message '%s': %s
```

Explanation An unexpected condition has occurred while IOS is marshaling TDL response message for Vty Management

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

Error Message

```
%IOSXE_RP_VTYMGT-3-MSGMISSINGFIELD: Missing field '%s' in TDL Vty Management message '%s' received
```

Explanation A message missing a required field was received for Vty Management

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

Error Message

```
%IOSXE_RP_VTYMGT-3-MSGVTYCOUNT: Invalid vty count %d detected on initialization
```

Explanation Upon initialization, the Vty Management subsystem checks that the number of available vtys for the platform is 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 gathered information.

Error Message

%IOSXE_RP_VTYMGT-3-MSGVTYSVCINIT: Unable to initialize the Vty Management service listen port

Explanation The platform IPC services failed to register the Vty Management service's need for a listen port. The Vty Management service will be unable to process requests. IOS services will be unavailable to external access methods.

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

Error Message

%IOSXE_RP_VTYMGT-3-SET_ACCESS_FAIL: Installing LIIN interface access control failed

Explanation This error happens when the Vty Management subsystem failed to set the access control function for the LIIN, possibly due to IOS out of memory or corruption. Persistent access features into IOS will not work.

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

Error Message

%IOSXE_SCHED-3-AVL_INSERT_FAIL: Could not insert pid %d into process tree

Explanation An avl_insert() failed to add a process structure to the ASR1000 scheduler tree. This should never occur, as the tree is always searched first for the presence of 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 gathered information.

Error Message

%IOSXE_SCHED-3-CALLED_FROM_INT: API call incorrectly made from interrupt level

Explanation An external routine provided by the ASR1000 scheduler was incorrectly called from the context of an interrupt handler. This is not a supported use of the external routine; the calling code must be fixed.

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

Error Message

%IOSXE_SCHED-3-NEGATIVE_DEPTH: Queue '%s' consumed more than it produced (%d)

Explanation Based upon internal state derived from calls to `mcp_queue_produced()` and `mcp_queue_consumed()`, more data was consumed from a balanced queue than was produced into it. This is logically impossible, so the presence of this error generally indicates incorrect use of the two above mentioned routines.

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

Error Message

%IOSXE_SCHED-3-NULLQ: Invalid API parameter

Explanation An external routine provided by the ASR1000 scheduler was incorrectly called with an invalid (NULL) pointer.

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

Error Message

```
%IOSXE_SERVICE_ENGINE-3-MSGINITFAIL: Initialization of interface [chars] failed
```

Explanation The initialization of the interface specified in the error message 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SERVICE_ENGINE-3-MSGOPENFAIL:Cannot open interface [chars] ([dec])
```

Explanation The driver cannot be opened because the system parameters in the driver were not programmed during the creation of a Service-Engine 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SERVICE_ENGINE-3-MSGSETFAIL:Set id on interface [chars] ([dec])
```

Explanation Program the system parameters in the driver, during the creation of a Service-Engine 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_SIP_SPA-3-IOSXEIPCALLOCFAIL: 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

%IOSXE_SIP_SPA-3-BADMALUCMD: Unsupported MALU command %d, arg=%#x, pascb=%#x

Explanation The Route Processor (ASR1000-RP) 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

%IOSXE_SIP_SPA-3-BADMALUCMD2: Unsupported MALU cmd/arg0=0x%04x%04x,
arg1arg2=0x%04x%04x, hwidb=%s

Explanation The Route Processor (ASR1000-RP) 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

%IOSXE_SIP_SPA-3-BAD_IFCOMTYPE: Bad ifcom message type=%u

Explanation The Route Processor (ASR1000-RP) passed down a message 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

%IOSXE_SIP_SPA-3-C2W_MAIN_INIT_FAIL: 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

```
%IOSXE_SIP_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 error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%IOSXE_SIP_SPA-3-DEVICE_ERROR: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SIP_SPA-3-EFC_CHAN_ERR: 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 gathered information.

Error Message

```
%IOSXE_SIP_SPA-3-EFC_FC_MAP_FAIL: 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

%IOSXE_SIP_SPA-3-EFC_PROV_FAIL: 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

%IOSXE_SIP_SPA-3-EFC_UNPROV_FAIL: 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

%IOSXE_SIP_SPA-3-FAST_NOTIFY_ERROR: Failed to send fast notification to [chars] for [chars] [chars].

Explanation The SPA driver failed to deliver a fast notification.

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

%IOSXE_SIP_SPA-3-FCI_NOT_SET: 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 gathered information.

Error Message

```
%IOSXE_SIP_SPA-3-FRR_CFG_FAIL: Failed to configure fast reroute on [chars]:  
[chars].
```

Explanation The SPA driver failed to configure fast rerouting on an interface.

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

```
%IOSXE_SIP_SPA-3-HWIDB_FAILURE: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SIP_SPA-3-INVALID_ANYPHY: 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

%IOSXE_SIP_SPA-3-INVALID_IF: Attempted to access HWIDB for port %u on slot %d subSlot %d

Explanation The ASR1000 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

%IOSXE_SIP_SPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer %s

Explanation The SPA failed to allocate a buffer for communication with the Route Processor (ASR1000-RP).

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

Error Message

%IOSXE_SIP_SPA-3-IPCPORT: Failed to %s IPC port '%s', error %s

Explanation The Linecard failed to create a port for communication with the Route Processor (ASR1000-RP).

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

Error Message

%IOSXE_SIP_SPA-3-IPCPORTFAIL: Failed to open IPC port '%s' %s with error %s

Explanation The RP failed to open a port for communication with a SPA 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 gathered information.

Error Message

%IOSXE_SIP_SPA-3-IPCSENDFAIL: Failed to send IPC message %s

Explanation The Linecard failed to send a message to the Route Processor (ASR1000-RP).

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

Error Message

```
%IOSXE_SIP_SPA-3-ISR_RC_ERROR: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SIP_SPA-3-LINKREC_ERROR: 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

```
%IOSXE_SIP_SPA-3-LVLTRTOOBIG: Loveletter length exceeds max, %u bytes
```

Explanation The ASR1000-SIP line card attempted to send a large message to the Route Processor (ASR1000-RP).

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

Error Message

```
%IOSXE_SIP_SPA-3-MESSAGE_ERROR: 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 gathered information.

Error Message

%IOSXE_SIP_SPA-6-LOGGERMSGTOOBIG: Logger message length ([int] bytes) exceeds the maximum allowed size

Explanation The carrier card attempted to send a large message to 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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

%IOSXE_SIP_SPA-3-NETCLK_FAIL: 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

%IOSXE_SIP_SPA-3-NODISPATCH: 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

%IOSXE_SIP_SPA-3-POWER: 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 gathered information.

Error Message

%IOSXE_SIP_SPA-3-SONET_CLOCK_FAILED: 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. 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 gathered information.

Error Message

%IOSXE_SIP_SPA-3-SONET_CLOCK_RECOVERED: SPA Sonet clock has recovered (status = 0x%08x)

Explanation SPA Sonet clock has recovered.

Recommended Action No action is required.

Error Message

%IOSXE_SIP_SPA-3-SPA_CTRL_EFC_CONFIG_FAILURE: 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 gathered information.

Error Message

%IOSXE_SIP_SPA-3-SPA_CTRL_INIT_FAILURE: 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 gathered information.

Error Message

```
%IOSXE_SIP_SPA-3-SPI4_CONFIG_FAILURE: 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 gathered information.

Error Message

```
%IOSXE_SIP_SPA-3-SPA_INTF_ID_CC_ALLOC_FAILED: Failed to allocate interface identifiers for SPA ([chars])in slot/bay: [int]/[int]
```

Explanation Failed to get CC buffer and flow control identifiers for the SPA in the specified subslotTraffic cannot flow through the SPA under this failure condition.This can happen if the system runs out of available identifiers.

Recommended Action Try to reduce the number of interfacesconfigured in the system either by physically removing the SPAsor by changing the system configuration

Error Message

Error Message

```
%IOSXE_SIP_SPA-3-SPI4_INIT_FAILURE: 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 gathered information.

Error Message

```
%IOSXE_SIP_SPA-3-SPI4_NOTSYNC: %s: Can not synchronize SPI4 bus (host: src %sin sync, sink %sin sync, spa: src %sin sync, sink %sin sync).
```

Explanation SPI4 bus between modular services card and SPA is not synchronized. It indicates either a not properly seated SPA, a hardware failure or an outdated ROMMON/FPGA image.

Recommended Action Ensure that the SPA is properly seated in its subslot and reseal it if required.

Error Message

```
%IOSXE_SIP_SPA-4-MAX_BANDWIDTH: 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

```
%IOSXE_SIP_SPA-4-MAX_BANDWIDTH_NS: 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

Error Message

```
%IOSXE_SIP_SPA-4-SPABUS: 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 gathered information.

Error Message

%IOSXE_SIP_SPA-6-OIR: Bay %d %s changed to %s

Explanation SPA OIR Sequence

Recommended Action No action is required.

Error Message

%IOSXE_SIP_SPA-4-SPABUS2: 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 gathered information.

Error Message

%IOSXE_SPA-3-CREATE_TDLH_FAILURE: Failed to create SPA %d/%d handle

Explanation Failed to create message handle for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_SPA-3-CREATE_TDLMSG_FAILURE: Failed to create %s message for %s.

Explanation Failed to create/allocate necessary TDL message for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-CREATION_FAILURE: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-DIAG_CONFIG: %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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-DISPATCH_INIT_TDLH_FAILURE: Failed to initialize dispatch path for SPA %d/%d handle
```

Explanation Failed to initialize dispatch path handle for SPA communication.

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

information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

```
%IOSXE_SPA-3-DOMAIN_TDLH_FAILURE: %s, rc = %d
```

Explanation Failed to bind message handle for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_CPU_NUM: cpu= %d, max cpu = %d
```

Explanation An invalid CPU number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_DATA_INSTANCE: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_IF_INDEX: index= %d, spaType=0x%x, slot %d subSlot %d  
slotunit %d vc %d
```

Explanation Index for the interface 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_INDX_RANGE: index1= %d, index2= %d, maxIndex= %d
```

Explanation An invalid index range is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_RP_SLOT_NUM: slot= %d, max slot = %d
```

Explanation An invalid RP slot number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_SLOTUNIT_NUM: cardwide-port = %d, max cardwide-port = %d
```

Explanation An invalid cardwide-port number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_SLOT_NUM: slot= %d, max slot = %d
```

Explanation An invalid slot number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_SPA_TDL_CCAPI_USAGE:
```

Explanation Incorrect usage of an internal API that should only be used on CC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-INVALID_SUBSLOT_NUM: subslot= %d, max subslot = %d
```

Explanation An invalid subslot number is specified in one of the internal APIs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-IPC_FAILURE: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-MEM_ALLOC_ERROR: %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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-NULL_SPA_PTR:
```

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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-NULL_VFT: %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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%IOSXE_SPA-3-NULL_VFUNC: %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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_SPA-3-SENDCFGFAIL: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_SPA-3-SETUP_TDLH_FAILURE: Failed to set the alloc/free handler for SPA %d/%d handle

Explanation Failed to set the alloc/free handler for SPA communication.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_SPA-3-SPA_CREATION_FAILURE: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_SPA-3-UNSUPPORTED_DATA: 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%IOSXE_VMAN-3-MSGINITFAIL:Failed to initialize required vman resources

Explanation A failure occurred during the initialization of the resources required for virtualization management (VMAN). This failure is preventing appliances from being activated.

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

Error Message

```
%IOSXE_WD-2-HEARTBEAT_FAIL: Heartbeat is not emitted. Heartbeat count:%d
```

Explanation Failure in IOS to generate a heartbeat is an abnormal condition

Recommended Action This message may be related to an abnormal configuration and system load, or transient high processing demand. When reporting this message, copy the message text exactly as it appears, include the stack trace and report to your technical support representative

Error Message

```
%IOSXE_WD-2-HOG_DETECT_FAIL: CPUHOG detection failed to start.
```

Explanation Failure in setting up CPUHOG detection mechanism is an abnormal condition

Recommended Action This message may be related to an abnormal configuration and system load, or transient high processing demand. When reporting this message, copy the message text exactly as it appears, include the stack trace and report to your technical support representative.

AS_PLATFORM Messages

The following are AS Platform messages.

Error Message

```
%AS_PLATFORM-1-DFC_ERR: DFC [dec]: Detected PCI [chars] Error, CSR=[hex]
```

Explanation PCI error is detected on the DFC. This is due to hardware failure. IOS will power down this DFC and clean up the system data structures associated with it.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the 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/pcgi-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

```
%AS_PLATFORM-1-OLD_FIRMWARE: [chars]
```

Explanation The specified component should have the latest hardware revision. If the hardware revision is not the latest, then it needs to be updated to the printed out version.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the 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/pcgi-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

```
%AS_PLATFORM-1-UNINSTALLED_MASKED_INT: Uninstalled or masked interrupt: interrupt
status [hex] mask [hex] vector [hex]
```

Explanation System detected an uninstalled or masked interrupt.

Recommended Action Copy the 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

```
%AS_PLATFORM-1-UNKNOWN_DFC_INT: Unknown DFC interrupt: DFC slot no [dec],
interrupt [dec]
```

Explanation Unknown DFC interrupt is detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the 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

```
%AS_PLATFORM-1-UNKNOWN_INT: Unknown interrupt: interrupt [dec]
```

Explanation System detected an unknown interrupt.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the 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

%AS_PLATFORM-1-UNKNOWN_ISR: Unknown ISR : interrupt mask [hex]

Explanation Interrupt Service Routine has never been installed for the interrupt mask.

Recommended Action Copy the 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

%AS_PLATFORM-3-HW_ERROR: NULL

Explanation DFC hardware error is detected. IOS will power down this DFC and clean up the system data structures associated with it.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the 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

%AS_PLATFORM-3-RTC_TIMEOUT: [chars] to onboard Real Time Clock timed out

Explanation Reading or writing to onboard Real Time Clock through the SMBUS timed out.

Recommended Action Copy the 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.

AT Messages

The following are AppleTalk messages.

Error Message

%AT-1-DDBINITERROR: AppleTalk Hello process could not be started

Explanation An error was encountered while trying to start the AT EIGRP hello process.

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.

Error Message

%AT-1-IGRP2SOCKERR: AppleTalk routing process bind to socket [dec] failed

Explanation The AppleTalk process did not start because the bind to the EIGRP socket 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

%AT-1-NOMEM: Could not allocate memory for [chars] at line [dec] in [chars]

Explanation An internal software error has occurred.

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

Error Message

%AT-2-ASSERTFAILED: AppleTalk assertion failed: %s

Explanation The software detected an inconsistency. Although this error is serious, the router attempts to continue. AppleTalk processing might be impaired.

Recommended Action Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

Error Message

%AT-3-CANTDEL: Cannot delete %s route %d by clearing; remove it by reconfiguring

Explanation You attempted to remove a route from the routing table by issuing the clear appletalk route command. The command failed because the route was on a directly connected interface, that is, it was created when you configured the router.

Recommended Action Remove the route by reconfiguring the directly connected interface with which it is associated.

Error Message

%AT-3-DEFZONEERR: %s: AppleTalk interface warning; default zone differs from %a

Explanation During the verification startup process, there was a disagreement between the default zone (the first zone defined after the appletalk cable-range command) and the router that confirmed the configuration. When an AppleTalk end node is first connected to a network, it joins the default zone until it is overridden.

Recommended Action Use the appletalk zone command to correct the configuration so that all routers are advertising the same default zone. Note that several router implementations are known to mismanage the default zone.

Error Message

%AT-3-DISCOFF: [chars]: AppleTalk node warning; discovery mode disabled

Explanation A 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 gathered information.

Error Message

%AT-3-DOMLOOP: Loop detected on domain %d [%s]

Explanation The domain router detected a routing loop. Routing loops are not allowed. The domain router runs a background loop detection process. The domain router starts this process when it receives a new zone list from a domain that is identical to the list in the main routing table and whose network range length matches that in this list. The loop detection process sends several AppleTalk NBP loopback packets. When one of these packets is received on an interface that does not belong to the original domain, the domain router first shuts off all the domains involved in the loop, and then shuts off all the interfaces in these domains. The loop detection does not catch all types of loops. It is your responsibility to make sure that no loop exists.

Recommended Action Disable the cause of the routing loop. Then use the clear appletalk command to restart the interfaces involved.

Error Message

%AT-3-DOMOVERFLOW: Remap range overflow for %s domain %d

Explanation The remap range overflowed. If a network (range) cannot fit inside the remapping range, the network or cable range being advertised by a neighboring router is not accepted. When an overflow occurs, all interfaces in the domain are disabled.

Recommended Action Use the appletalk domain remap-range command to increase the remapping range. Then restart the interfaces.

Error Message

%AT-3-IFCONFLICT: %s: AppleTalk interface disabled; conflicts with interface %s

Explanation An attempt was made to configure an interface to have the same or a conflicting AppleTalk address or cable range as another interface on the same router.

Recommended Action Verify that you are not specifying an AppleTalk address or cable range used previously on this router, and reconfigure the interface.

Error Message

%AT-3-INVNBPCMD: Invalid NBptest command %s

Explanation An unrecognized command was specified in the Name Binding Protocol (NBP) test facility.

Recommended Action Enter a valid command.

Error Message

%AT-3-MCMISMATCH: %s: AppleTalk interface warning; zone multicast %e differs from our multicast %e

Explanation A computed multicast address disagrees with that provided by another AppleTalk router. The other AppleTalk router might be misconfigured or faulty.

Recommended Action Correct the problem at the other router.

Error Message

%AT-3-NETDISAGREES: %s: AppleTalk interface disabled; network incompatible with %a

Explanation The interface was disabled because the configured AppleTalk address or cable range for the interface conflicts with that of another router on the attached network.

Recommended Action Reconfigure the affected routers so that there are no conflicting addresses or cable ranges on the attached network.

Error Message

%AT-3-NOADDRSAVAIL: %s: AppleTalk node down; no addresses available

Explanation No free node could be found on the interface.

Recommended Action If your AppleTalk network has less than 250 nodes, issue the debug appletalk errors command and then call your technical support representative. If your AppleTalk network has more than 250 nodes, split it into smaller networks by creating new segments and moving some nodes into the new segments.

Error Message

%AT-3-NOBESTPATH: Could not compute best path for network %#A

Explanation A path to the specified network could not be found.

Recommended Action Use the show appletalk route command to verify that a path to the specified network exists. If it does, copy the error message exactly as it appears, and report it along with the output of the show appletalk route command to your technical support representative.

Error Message

%AT-3-NOROUTE: No route to destination %a

Explanation The router could not deliver a packet to a destination because it did not know where to send it.

Recommended Action Use the show appletalk route command to verify that a path to the destination exists. If it does, copy the error message exactly as it appears, and report it with the output of the show appletalk route command to your technical support representative.

Error Message

%AT-3-NOSOCKET: %s: client tried to open socket, but failed

Explanation open socket failed;Possible out of memory situation

Recommended Action .

Error Message

%AT-3-NOSRCADDR: %s: AppleTalk packet error; no source address available

Explanation The router could not generate an AppleTalk packet because no valid AppleTalk source address was available to identify this router in the packet.

Recommended Action Configure an interface to have an address or cable range. Use the show appletalk command to verify that the interface is operational.

Error Message

%AT-3-NOSUCHNBR: No such neighbor, %#a

Explanation You specified a nonexistent neighbor address in a show appletalk neighbor or clear appletalk neighbor.

Recommended Action Specify a valid neighbor address, that is, one that appears in the output of the show appletalk neighbor command.

Error Message

%AT-3-NOTRUNNING: AppleTalk not running

Explanation You tried to show or change the AppleTalk configuration when AppleTalk routing was not turned on.

Recommended Action Issue the appletalk routing command before issuing any other AppleTalk configuration or display command.

Error Message

%AT-3-NOVIRTUAL: %s: client tried to connect, but no virtual network is declared

Explanation A hardware or software error occurred.

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

Error Message

%AT-3-OUTOFSYNC: %s: AURP connection out of sync...terminating

Explanation AURP detected packets that were out of sequence. This might be caused by a lost connection.

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

Error Message

%AT-3-SUBROUTINE_ERROR: AppleTalk error: [chars]

Explanation An internal error has occurred. Specifically, a programming assertion in the AppleTalk networking code has been violated.

Recommended Action No action is required.

Error Message

%AT-3-ZONEDISAGREES: %s: AppleTalk interface disabled; zone list incompatible with %a

Explanation The zone list of the configured interface is inconsistent with the zone list of other routers.

Recommended Action Reconfigure the zone list on the router so that it does not conflict with that the zone lists on other routers.

Error Message

%AT-4-EIGRPLOTSOWORK: AppleTalk EIGRP WorkQ processed [int] entries, required [int] ms, did [chars] suspend

Explanation AppleTalk Enhanced IGRP did not have enough time to process packets.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%AT-4-MACIPBADCONF: [chars]: MacIP inoperable configuration, [IP_address]

Explanation If the **appletalk event-logging** command is configured, this message appears on the console when a MacIP server cannot begin or recover operations because of an invalid IP address configuration. This condition only occurs when the configured MacIP server's IP address is not valid on the same cable of any operable IP interface. The AppleTalk zone served by the MacIP server replaces the zone specified in the **appletalk zone** command. The IP address configured on the MacIP server replaces the IP address configured by the **ip address** command. When this error occurs, the MacIP configuration is considered invalid and is deleted.

Recommended Action No action is required.

Error Message

%AT-4-MACIPNOCABLE: [chars]: MacIP inoperable IP interface, [IP_address]

Explanation If the **appletalk event-logging** command is configured, this message appears on the console when a MacIP server can no longer operate due to a change in the condition of the IP interface it serves. This condition can occur if IP routing is shut down on the interface, or the IP address of the interface is changed so that the MacIP server's IP address is no longer valid on the same cable. The AppleTalk zone served by the MacIP server replaces the zone specified in the **appletalk zone** command. The IP address configured on the MacIP server replaces the IP address configured by the **ip address** command.

Recommended Action No action is required.

Error Message

%AT-4-NETINVALID: %s: AppleTalk node down; conflicts with active internet

Explanation The configuration specified for the interface conflicts with the active AppleTalk internetwork. For example, a cable range might be configured that overlaps an existing route but does not match the entry exactly.

Recommended Action Use the `appletalk cable-range` command to reconfigure the interface so that there are no conflicts with the existing AppleTalk rnetwork, or take any other actions necessary to resolve the conflict. AppleTalk will periodically attempt to restart the interface.

Error Message

%AT-4-PATHREJECTED: AURP path %#A rejected; conflict detected

Explanation The router detected a conflicting cable range. A router is configured with a cable range that overlaps with an existing range but does not match the entry exactly.

Recommended Action Use the `show appletalk` command to identify the overlapped cable range, and then reconfigure the misconfigured router.

Error Message

%AT-5-ADDRINUSE: [chars]: AppleTalk node warning; address [atalk_net] already in use

Explanation The initial hint address was in use. A search will be made for a valid address.

Recommended Action No action is required.

Error Message

%AT-5-ADDRINVALID: [chars]: AppleTalk node warning; address [atalk_net] is invalid

Explanation The hint address specified for the interface was not valid for the current configuration.

Recommended Action The hint address is ignored and a random valid hint address is automatically computed. No action is required.

Error Message

%AT-5-BADNEIGHBOR: %s: AppleTalk neighbor ignored; %#a is misconfigured

Explanation A neighboring router's AppleTalk configuration does not agree with this router's AppleTalk configuration. This condition can result from a mismatch between the neighbor's network range and this router's network range.

Recommended Action Modify either this router's or the neighboring router's configuration so that the network ranges agree.

Error Message

%AT-5-COMPATERR1: %s: AppleTalk internet compatibility mode required by %a

Explanation A neighboring router supports only extended AppleTalk networks with a cable range of 1 and with one assigned zone, for example, 25-25.

Recommended Action Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

Error Message

%AT-5-COMPATERR2: AppleTalk neighbor incompatibility; %A has multiple zones

Explanation Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route with multiple zone names defined. This condition can cause node inconsistencies on your AppleTalk network.

Recommended Action Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

Error Message

%AT-5-COMPATERR3: AppleTalk neighbor incompatibility; %A has wide cable range

Explanation Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route that has a cable range greater than 1. This condition can cause node inconsistencies on your AppleTalk network.

Recommended Action Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

Error Message

%AT-5-COMPATERR4: AppleTalk EIGRP neighbor incompatibility; [atalk_address] has same router ID ([dec])

Explanation Two routers on the network have the same router ID.

Recommended Action Reconfigure the router to have a unique router ID. If the problem recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%AT-5-DUPADDR: [chars]: AppleTalk interface restarting; node address taken by [enet]

Explanation Another AppleTalk node on a common network interface has claimed the same AppleTalk address that this router was using. The interface on this router restarts AppleTalk processing on the common network interface to resolve the address conflict. If the error recurs, a physical network problem in which the nodes cannot communicate with each other might exist.

Recommended Action No action is required unless the error persists. If the message recurs, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%AT-5-FDDICOMPAT: AppleTalk FDDI neighbor %#a using obsolete FDDI addressing

Explanation Another AppleTalk router on the FDDI ring is running a release of the router software earlier than 9.0(2). Routers running these early software releases use an encapsulation for AppleTalk on FDDI rings that is not compatible with the Apple FDDITalk implementation.

Recommended Action Upgrade the routers running the software releases that use the pre-FDDITalk encapsulation for AppleTalk on FDDI rings.

Error Message

%AT-5-INTCLEARED: [chars]: AppleTalk interface restarting; interface cleared

Explanation A **clear interface** command was issued on an interface that is currently routing AppleTalk.

Recommended Action No action is required.

Error Message

%AT-5-INTDOWN: %s: AppleTalk node down; line protocol down

Explanation An AppleTalk hardware interface was disabled because of a bad serial line, a configuration command, or a bad interface.

Recommended Action If the interface was not intentionally disabled, this message indicates a hardware problem. In this case, repair or replace the applicable hardware.

Error Message

%AT-5-INTRESTART: [chars]: AppleTalk interface restarting; protocol restarted

Explanation The hardware interface was reset because of a configuration change. After the reset, AppleTalk automatically reinitialized the interface.

Recommended Action No action is required.

Error Message

%AT-5-LOSTNEIGHBOR: [chars]: AppleTalk neighbor down; lost contact with [atalk_address]

Explanation A peer router is unreachable.

Recommended Action No action is required.

Error Message

%AT-5-NOSUCHROUTE: No such route %d

Explanation You specified a nonexistent route in a show appletalk route or clear appletalk route command.

Recommended Action Specify a valid route, that is, one that appears in the output of the show appletalk route command.

Error Message

%AT-5-NOTSUPPORTED: [chars]: AppleTalk node down; line protocol not supported

Explanation An encapsulation method on the specified interface does not support AppleTalk.

Recommended Action No action is required.

Error Message

%AT-5-OLDMCI: %s: AppleTalk route cache disabled; firmware is obsolete

Explanation The firmware on the MCI controller card does not support AppleTalk fast switching.

Recommended Action No corrective action is required. Normal AppleTalk operation continues, but the fast switching cache is disabled for the interface associated with the MCI card. If this message is unexpected, verify that the MCI firmware for the interface specified in the error message is at level 1.7 or higher.

Error Message

%AT-5-PATHCHANGE: Route to [atalk_net] is now using path of type [chars] on [chars] via [atalk_address]

Explanation The path to a network changed because either the old path went down or the new path was better.

Recommended Action No action is required.

Error Message

%AT-5-RTMPSTATE: [chars]: RTMP path to [atalk_net] via [atalk_address] now in [chars] state (metric [dec], [dec] hops)

Explanation The state of a path has changed.

Recommended Action No action is required.

Error Message

%AT-6-ACQUIREMODE: [chars]: AppleTalk interface initializing; acquiring [chars]

Explanation The interface is determining the correct configuration. This message is displayed when discovery mode is enabled and no other router is detected.

Recommended Action No action is required.

Error Message

%AT-6-ADDRUSED: [chars]: AppleTalk node up; using address [atalk_net]

Explanation No hint address or a bad hint address was specified. This message indicates which AppleTalk address will be used for the interface.

Recommended Action No action is required.

Error Message

%AT-6-BADROUTE: Route to [atalk_net] has gone bad

Explanation The system did not detect a route within the required timeout period. Therefore, the route is marked as bad. A network might have become unreachable for some reason, perhaps because of a broken connection. This message does not necessarily indicate an error condition.

Recommended Action No action is required.

Error Message

%AT-6-CONFIGOK: [chars]: AppleTalk interface enabled; verified by [atalk_address]

Explanation The AppleTalk configuration was verified by consulting the indicated router.

Recommended Action No action is required.

Error Message

%AT-6-DELRROUTE: AppleTalk network deleted; [atalk_net] removed from routing table

Explanation A route on the AppleTalk network aged out.

Recommended Action No action is required.

Error Message

%AT-6-EIGRPLINKDN: AppleTalk EIGRP link down: [chars]

Explanation An AppleTalk hardware interface has been disabled.

Recommended Action No action is required.

Error Message

%AT-6-EIGRPLINKUP: Appletalk EIGRP link up: [chars]

Explanation An AppleTalk Enhanced IGRP interface that was previously shut down has been restarted.

Recommended Action No action is required.

Error Message

%AT-6-EIGRPLOG: EIGRP logging: [chars] from [atalk_address] ([int]) on [chars] for network [atalk_net], metric [int] / [int]

Explanation A new AppleTalk Enhanced IGRP path has been learned. The message indicates the source of the path, its distance in hops, its metric, and the type of path.

Recommended Action No action is required.

Error Message

%AT-6-EIGRPPEERDN: AppleTalk EIGRP peer down: [atalk_address], router ID: [int], just lost on [chars]

Explanation A peer router is unreachable.

Recommended Action No action is required.

Error Message

%AT-6-EIGRPPEERUP: AppleTalk EIGRP peer up: [atalk_address], router ID: [int], newly heard on [chars]

Explanation A new neighbor has appeared on the network.

Recommended Action No action is required.

Error Message

%AT-6-INTUP: [chars]: AppleTalk interface restarting; line protocol came up

Explanation An AppleTalk interface that was previously shut down has been restarted.

Recommended Action No action is required.

Error Message

%AT-6-MACIPDOWN: [chars]: MacIP server shutting down, [IP_address]

Explanation If the **appletalk event-logging** command is configured, this message appears on the console when a MacIP server is no longer operational for any reason. MacIP servers shut down in response to MacIP configuration changes or errors, or a change in the condition or configuration of an AppleTalk or IP interface for which the MacIP server is providing service. The AppleTalk zone served by the MacIP server replaces the zone specified in the **appletalk zone** command. The IP address configured on the MacIP server replaces the IP address configured by the **ip address** command.

Recommended Action No action is required.

Error Message

%AT-6-MACIPUP: [chars]: MacIP server operational, [IP_address]

Explanation If the **appletalk event-logging** command is configured, this message appears on the console when a MacIP server is fully initialized and is ready to accept client requests. The AppleTalk zone served by the MacIP server replaces the zone specified in the **appletalk zone** command. The IP address configured on the MacIP server replaces the IP address configured by the **ip address** command.

Recommended Action No action is required.

Error Message

%AT-6-NBRDELETED: Neighbor entry for [atalk_address] deleted

Explanation The clear appletalk neighbor command displays this command when it completes successfully.

Recommended Action No action is required.

Error Message

%AT-6-NEIGHBORUP: [chars]: AppleTalk neighbor up; [atalk_address] has restarted

Explanation A neighboring router to which this router previously lost connectivity reappeared on the network.

Recommended Action No action is required.

Error Message

%AT-6-NEWNEIGHBOR: [chars]: AppleTalk neighbor added; [atalk_address] is operational

Explanation The router discovered a new AppleTalk router on the network.

Recommended Action No action is required.

Error Message

```
%AT-6-NEWROUTE: [chars]: AppleTalk network added; [atalk_net] via [atalk_address] ([dec] hop [chars])
```

Explanation A new AppleTalk route has been added. The message indicates the source of the route and its distance in hops.

Recommended Action No action is required.

Error Message

```
%AT-6-NEWZONE: AppleTalk zone added; zone [chars] defined
```

Explanation A new AppleTalk zone has been created.

Recommended Action No action is required.

Error Message

```
%AT-6-NODEWRONG: [chars]: AppleTalk node [atalk_address] misconfigured; reply has been broadcast
```

Explanation An AppleTalk node sent a GetNet Info request to this router specifying an invalid network number for the source of the GetNet Info request. This situation occurs when an AppleTalk end node is moved to another network and is therefore misconfigured for the current network.

Recommended Action No action is required.

Error Message

```
%AT-6-NOPROXY: AppleTalk proxy deleted; zone [chars] freed network [atalk_net]
```

Explanation A previously configured Name Binding Protocol (NBP) proxy was deleted. The router can no longer convert NBP requests to a format understood by routers that support only the original AppleTalk specification.

Recommended Action No action is required.

Error Message

```
%AT-6-ONLYROUTER: [chars]: AppleTalk interface enabled; no neighbors found
```

Explanation No other AppleTalk routers were found on the network attached to the interface.

Recommended Action No action is required.

Error Message

```
%AT-6-PATHADD: [chars]: AppleTalk [chars] path to network [atalk_net] added; via [atalk_address] (metric [dec])
```

Explanation A new AppleTalk path has been added. The message indicates the source of the path, its distance in hops, its metric, and the type of path.

Recommended Action No action is required.

Error Message

```
%AT-6-PATHDEL: [chars]: AppleTalk [chars] path to [atalk_net] via [atalk_address] has been deleted
```

Explanation A path on the AppleTalk network has aged out.

Recommended Action No action is required.

Error Message

```
%AT-6-PATHNOTIFY: [chars]: AppleTalk [chars] path to [atalk_net] down; reported bad by [atalk_address]
```

Explanation A router went down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

Recommended Action No action is required.

Error Message

```
%AT-6-REGPENDING: NBP registration of [chars] at [[chars]] pending
```

Explanation A name registration call is being performed.

Recommended Action No action is required.

Error Message

```
%AT-6-ROUTEDOWN: [chars]: AppleTalk network down; interface to [atalk_net] disabled
```

Explanation A connected route is being advertised as down (also known as 'notify neighbor') because the configured interface is no longer operational.

Recommended Action No action is required.

Error Message

```
%AT-6-ROUTENOTIFY: [chars]: AppleTalk network down; [atalk_net] reported bad by [atalk_address]
```

Explanation A router went down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

Recommended Action No action is required.

Error Message

```
%AT-6-ROUTEOK: [chars]: AppleTalk network up; [atalk_net] via [atalk_address] ([dec] hop [chars])
```

Explanation A routing update has been received for a previously suspect route.

Recommended Action No action is required.

Error Message

```
%AT-6-ZONEGC: AppleTalk zone deleted; zone [chars] released
```

Explanation The router removed an unused zone from the zone table.

Recommended Action No action is required.

Error Message

```
%AT-6-ZONEPROXY: AppleTalk proxy defined; zone [chars] using network [atalk_net]
```

Explanation This message reports the zone name and network number that are being advertised to support the **appletalk nbp-proxy** command. When proxy service is initiated, this message is generated each time the **appletalk nbp-proxy** command is issued.

Recommended Action No action is required.

Error Message

```
%AT-7-BUGREPORT: AppleTalk bug: %s
```

Explanation The software detected an unexpected condition. The router takes corrective action and continues.

Recommended Action Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

Error Message

```
%AT-7-DEBUGMSG: AppleTalk debug: %s
```

Explanation This message is generated by a debug command and provides additional information about an AppleTalk condition.

Recommended Action Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

Error Message

```
%ATA-6-ATA_STATUS_TIMEOUT: Timeout occurred while querying the status of ATA device.
```

Explanation A timeout occurred while querying the status of ATA device.

Recommended Action Replace the new ATA device and retry the operation. If this message recurs, (1) Run **'show tech'** command. (2) Enable file system operation logs by entering the following commands: (a) **'debug ifs file'** (b) **'debug ifs fs'** (c) **'debug ifs verbose'** (3) Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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.

ATM Messages

The following are Asynchronous Transfer Mode messages.

Error Message

```
%ATM-1-ISSU_NOMEMORY: Unit [dec], no memory for [chars]
```

Explanation The requested operation could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%ATM-1-NOPUSRAM: Unit %d, not enough interface memory
```

Explanation The specified ATM interface hardware has run out of interface memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ATM-2-FAILATMSWDB: Fail malloc atm_swdb at %s
```

Explanation System memory exhaustion caused an internal software error in the ATM subsystem.

Recommended Action If the system exhibits any unexpected behavior as a result of this memory exhaustion, it may need to be reset to clear the error. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%ATM-3-ATM_WAVL_TREE_ERROR: ATM(Node1 [chars] VCD [dec] ([dec]/[dec]), Node2 [chars] VCD [dec] ([dec]/[dec]) Comparison failed
```

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. 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

```
%ATM-3-FAILCREATEVC: ATM failed to create VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)
```

Explanation This message can occur for the following unrelated reasons. Each reason is accompanied by a recommended action. The virtual circuit descriptor (VCD) exceeded the maximum available memory. - Use a smaller VCD number. Address Resolution Protocol (ARP) is allowed only on AAL5-SNAP virtual circuits. - Change the encapsulation to AAL5SNAP. The virtual path identifier-virtual channel identifier (VPI-VCI) pair or the VCD is already in use. - Try using a different VPI-VCI or VCD number. Only one virtual channel connection (VCC) is allowed on a point-to-point interface. - Try using a different subinterface. AAL3/4-SMDS virtual circuit must be the only virtual circuit on an interface. - Turn off AAL3/4. AAL3/4-SMDS MID exceeds the maximum. - Try a smaller Multiplex ID (MID) value. Switched Multimegabit Data Service (SMDS) is not enabled. - Enable SMDS. The driver failed to accept the virtual circuit. - Try initiating the virtual circuit again.

Recommended Action If none of the previous actions fix the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message

%ATM-3-FAILMODIFYVC: ATM failed to modify VC (VCD=[dec], VPI=[dec], VCI=[dec]) on Interface [chars], (Cause of the failure: [chars])

Explanation ATM failed to modify QoS params on a VC for this 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. 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

%ATM-3-FAILREGAUTOVC: ATM failed to register AutoVC VC (VCD=[dec], VPI=[dec], VCI=[dec]) on Interface [chars], (Cause of the failure: [chars])

Explanation ATM failed to register Auto VC to the 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. 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

%ATM-3-FAILREMOVEVC: ATM failed to remove VC (VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

Explanation This message can occur for the following reason. When the PVC configuration parameters are changed it is recreated, during recreation if the removal of PVC from the PA fails, this message is generated. If after generation of this error message if the PVC still remains in INACTIVE state give shut/no shut on the interface.

Recommended Action If none of the previous actions fix the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message

%ATM-3-ILMIINTERNALERR: %s %s:%d

Explanation Internal Error (see message) occurs during ILMI Primary to Secondary Sync

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

will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ATM-3-ILMIOPTIPOLLFAIL: Internal error (2) in ILMI OPTIPOLL module
```

Explanation In internal error has occurred involving optimized polling. This condition may be harmless if it occurs during system startup or after an OIR operation for a module or 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ATM-3-ILMISYNCINTERNERR: %s %s:%d
```

Explanation Internal Error (see message) occurs during ILMI Primary to Secondary Sync

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ATM-3-ILMISYNCINTFERR: %s [%08X=%s] %s:%d
```

Explanation Internal Error (see message) occurs during ILMI Primary to Secondary Sync

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit

<http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ATM-3-ISSU_SENDFAILED: ATM ISSU: send message failed, rc = [dec]
```

Explanation The sending of a message has failed.

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

```
%ATM-3-MLPDEQUEUE: MLPPP failed CosQ=[hex], MLP=[hex], OQDQ=[hex] [hex], (Cause of the failure: [chars])
```

Explanation This message can occur for several related reasons. Each reason is accompanied by a recommended action. The MLP has a NULL pointer 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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

```
%ATM-3-MLPOATM_ERROR: MLPoATM not configured properly on Link %s Bundle %s :%s
```

Explanation The configuration of MLPPP-over-ATM (MLPoATM) on the ATM PVC is either incorrect or incomplete.

Recommended Action Ensure that the service policy has been attached to the Virtual Template and that the queueing strategy on the ATM interface is per VC queueing and queueing algorithm is FIFO. To verify the configuration, use the `show interface atm` and `show running-config virtual-template` commands.

Error Message

%ATM-3-OUT_OF_VCDS: ATM failed to create VC on Interface %s

Explanation The ATM subsystem ran out of internal resources necessary to create a new virtual circuit. This may indicate a software error.

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

Error Message

%ATM-3-OVERSUBSCRIBED: Interface %s: Total %s allocation %u%s exceeded maximum %s of %u%s.

Explanation A software or hardware error occurred.

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

Error Message

%ATM-3-PPPOEA_VCFLAG: ATM: [chars] PVC [dec]/[dec] : Error in PPPoE flag

Explanation The ATM PVC PPPoE flag is still set while it should not be set. ATM uses a flag to indicate whether or not it should process PPPoE frames. In some rare conditions, the flag can still be set for ATM to process PPPoE frames while it should not be. This condition can cause PPPoE frames to be processed when they should be dropped.

Recommended Action In most cases, no action is required as the system will set the flag so that ATM will not process PPPoE frames, and the system will continue to operate normally. However, If the ATM PVC specified in the error message is repeatedly experiencing problems involving PPPoE, unconfigure all commands under the PVC and remove and then reconfigure the PVC. Enter the **interface atm** interface.subinterface-number command in global configuration mode to enter atm interface configuration mode. Then specify the PVC you would like to unconfigure and enter the **no encapsulation** command. Specify the PVC you just unconfigured, then reconfigure the PVC by entering the **encapsulation** command.

Error Message

%ATM-3-REJECTVC: ATM failed to create VC(VCD=[dec], VPI=[dec], VCI=[dec]) on Interface [chars], (Cause of the failure: [chars])

Explanation This message occurs when platform fails to create vc with parameters passed to it.

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

%ATM-3-UNSUPPORTED_QOS_PARAMS: ATM failed to create VC on Interface %s

Explanation Either the configuration contains invalid traffic shaping parameters or the software ran out of rate queues.

Recommended Action Check the configuration for errors.

Error Message

%ATM-4-AUTOPPP: ATM([chars]): VC(VCD=[dec], VPI=[dec], VCI=[dec]) Auto Detected Encap Type is [chars].

Explanation The ATM VC point-to-point autosensing encapsulation type has been detected and changed automatically.

Recommended Action No action is required.

Error Message

%ATM-4-ILMICONFIGCHANGE: ILMI(%s): Restarting ATM signalling and ILMI. Peer Configuration change detected.

Explanation Configuration of adjacent peer device has been changed.

Recommended Action Wait for the interface to restart itself.

Error Message

```
%ATM-4-ILMIKEEPALIVEFAIL: ILMI(%s): Restarting ATM signalling and ILMI. Keepalive failure detected.
```

Explanation Adjacent peer device is not responding to ILMI Keepalive polling.

Recommended Action Check the connection of the ATM interface and the status of the adjacent peer device. Correct them if necessary. Wait and check if ILMI Keepalive comes up again. If the problem persists, copy this warning message exactly as it appears, and report it to your technical support representative.

Error Message

```
%ATM-4-ILMISYNCINTFWARN: %s [%08X=%s] %s:%d
```

Explanation Recoverable Internal Error (see message) occurs during ILMI Primary to Secondary Sync

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ATM-4-ISSU_INCOMPATIBLE: atm-issu-compat: returned FALSE
```

Explanation The compatibility checking has failed.

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

```
%ATM-4-ISSU_XFORM: [chars]: failed, rc=[chars]
```

Explanation The transform has failed.

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

information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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

%ATM-4-MTUCALLMISMATCH: Call from: ATM NSAP - %s has mismatched PDU size - forward size is %d - backward size is %d, int %s PDU size %s %s

Explanation The calling or called party has a maximum transmission unit (MTU) size configured that is different from the MTU size on the current interface.

Recommended Action Either change the configured MTU size on the current interface to that of the caller's or called party's interface, or change the caller's or called party's interface to match the current interface.

Error Message

%ATM-4-STUCK_VCD: clearing stuck VCD %d from map on %s

Explanation A SVC map entry has a stuck VCD attached to it, which has been previously cleared in the driver.

Recommended Action No action required as the stuck VCD condition is detected and cleared.

Error Message

%ATM-4-UNMATCHUNIVERSION: (%d/%d/%d:%d): %s. Please verify peer UNI version

Explanation The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

Recommended Action The peer equipment needs to be upgraded in order to communicate with this system.

Error Message

%ATM-4-VPIVCIRANGE: VPI/VCI range parameters are dis-joint on %s

Explanation MinSvccVci MaxVci, after negotiation with the peer through ILMI.

Recommended Action Disable auto-configuration on both sides and change the port configuration appropriately so that SVCCs can be setup.

Error Message

%ATM-5-ATMSOFTSTART: Restarting ATM signalling and ILMI on %s.

Explanation The command just entered causes ATM Soft Restart.

Recommended Action Stand by and let ATM Signalling and ILMI to restart.

Error Message

%ATM-5-ILMIACCFILTER: New access filter setting will be applied to registration of new addresses on %s.

Explanation The command just entered sets up new ilmi access filter for address registration. It only affects new addresses to be registered. The addresses already registered will not be affected.

Recommended Action Shut/no shut on this interface to restart address registration if need to remove addresses already registered but not permitted by the new access filter.

Error Message

%ATM-5-ILMIADDREG: Address registration on %s is enabled.

Explanation The command just entered enables atm address registration.

Recommended Action No action required.

Error Message

%ATM-5-ILMIDEFACCFILTER: New global default access filter setting will be applied to registration of new addresses on interfaces using global default access filter.

Explanation The command just entered sets up new global default access filter for address registration. It only affects new addresses to be registered on interfaces using the global default. The addresses already registered will not be affected.

Recommended Action Shut/no shut on desired interfaces to restart address registration if need to remove addresses already registered but not permitted by the new global default access filter.

Error Message

%ATM-5-ILMIINTFREDUNDENCY: ILMI (%s): %s

Explanation Informational Message for ILMI Redundancy Support

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%ATM-5-ILMIREDUNDENCY: %s

Explanation Informational Message for ILMI Redundency Support

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%ATM-5-UPDOWN: Interface [chars], Changing autovc [dec]/[dec] to [chars]

Explanation The ATM Auto VC is either created, removed, activated, or deactivated.

Recommended Action No action required if status change is intended, otherwise the cause for status change may deserve to be noticed. Enter the **shutdown** and **no shutdown CLI** commands to shut down and restart the VC.

Error Message

%ATM-6-AUTOPPP: ATM([chars]): VC(VCD=[dec], VPI=[dec], VCI=[dec]) Auto Detected Encap Type is [chars].

Explanation ATM VC AutoPPP Encapsulation Type has been changed automatically.

Recommended Action No action is required.

Error Message

%ATM-6-ILMIAUTOCFGALREADY: ILMI(%s): Auto-configuration already enabled.

Explanation Atm auto-configuration has been enabled already. 'atm auto-configuration' command just entered is ignored.

Recommended Action No action required.

Error Message

%ATM-6-ILMIAUTOCFGENABLEERR: ILMI(%s): Auto-configuration cannot be enabled. The interface has VC configuration which cannot be supported with Auto-configuration enabled

Explanation Auto-configuration cannot be enabled if there are some conflicting configuration on an interface. Like if there are VCs with vpi 255, auto-configuration cannot be done till these VCs are removed, as with auto-configuration enabled vpi 255 cannot be supported.

Recommended Action Undo the conflicting configuration on the interface for this command to succeed.

Error Message

%ATM-6-ILMINOAUTOCFG: ILMI(%s): Auto-configuration is disabled, current interface parameters will be used at next interface restart.

Explanation The command just entered causes auto-configuration to be disabled, the most recently entered interface parameters will be used at next interface restart.

Recommended Action Be aware of what parameteres have been configured.

Error Message

%ATM-6-ILMINOAUTOCFGALREADY: ILMI(%s): Auto configuration already disabled.

Explanation Atm auto-configuration has been enabled already. 'no atm auto-configuration' command just entered is ignored.

Recommended Action No action required.

Error Message

%ATM-6-ILMITERMINATINGPORT: ILMI(%s): This command does not apply to internal terminating port.

Explanation Internal terminating does not need to be configured with this command. The command just entered is ignored.

Recommended Action No action required.

Error Message

%ATM-6-PVC_STATE_CHANGE: ATM([chars]): PVC(VCD=[dec], VPI=[dec], VCI=[dec]) state changed to [chars].

Explanation ATM PVC status has changed.

Recommended Action No action is required.

Error Message

%ATMCES-1-BAD1575: The 1575 device could not be initialized on bay [dec], shutting down bay

Explanation The Port Adapter has failed its initialization.

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

Error Message

%ATMCES-1-BADPATYPE: Invalid Port Adapter Hardware Type Type=[dec]

Explanation The port Adapter ID was not correct.

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

Error Message

%ATMCES-1-BADSLAVE: The Slave device could not be initialized on bay [dec], shutting down bay

Explanation The Port Adapter has failed its initialization.

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

Error Message

```
%ATMCES-1-ERRCREATEVC: The 1575 device failed to create VC [dec], file:[chars]  
line:[dec]
```

Explanation The Port Adapter encountered errors in setting up a virtual circuit (VC).

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

Error Message

```
%ATMCES-1-ERRRMVC: The 1575 device not totally clean in removing VC [dec],  
file:[chars] line:[dec]
```

Explanation The Port Adapter encountered errors in **shut vc** command. This error may affect future VC creation.

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

Error Message

```
%ATMCES-3-BADALTERACONFIG: Couldn't configure the Altera, DIO not reset
```

Explanation The Port Adapter has failed its initialization.

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

Error Message

%ATMCES-3-BADALTERAINIT: Couldn't initialize the Altera, DIO not set

Explanation The Port Adapter has failed its initialization.

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

Error Message

%ATMCES-3-BADBRDGCFG: Couldn't get bridge configuration: [chars]

Explanation The bridge configuration 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 gathered information.

Error Message

%ATMCES-3-NOTATMCESDEV: Device reported [hex]

Explanation The protocol control information (PCI) device ID is not correct.

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

ATMCORE Messages

The following are the ATMCORE messages.

Error Message

%ATMCORE-2-INTERNAL_CRITICAL: [chars]

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

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

Error Message

%ATMCORE-3-INTERNAL_ERROR: [chars]

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

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

Error Message

%ATMCORE-4-ATM_SYS_ERROR: [chars]

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

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

Error Message

%ATMCORE-4-CONFIG_ERROR: Configuration Error: %s

Explanation This message indicates a configuration error. The message will display more specific information about the problem location.

Recommended Action Change the configuration to correct the error.

Error Message

%ATMCORE-4-INTERNAL_WARNING: [chars]

Explanation The ATM core subsystem has encountered an internal software error. The error 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%ATMCORE_RED-2-INTERNAL_CRITICAL: [chars]

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

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

Error Message

```
%ATMCORE_RED-3-INTERNAL_ERROR: [chars]
```

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

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

Error Message

```
%ATMCORE_RED-4-INTERNAL_WARNING: [chars]
```

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

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

Error Message

```
%ATMLC-1-INITFAIL: The ATM line card in slot %d failed to initialize (cause %s)
```

Explanation The ATM linecard has failed its initialization as indicated in the message. The problems can be one of the following: 1) memory allocation failure for control data, 2) framer, ATM SAR devices, or line card FPGA access failure, 3) uncorrectable multi-bit ECC errors in line card memory, 4) PCI bus timeout, 5) failure of downloading ATM SAR firmware to the SAR devices, or 6) ATM SAR device (reassembler or segmenter) does not boot up or does not respond to configuration commands.

Recommended Action Consult your line card installation and configuration guide and make sure the line card is properly installed and configured. If the line card is properly installed, perform an online insertion and removal (OIR) on the line card, either via a physical removal and insertion, or via the `hw-module slot [slot#][stop|start]` command. If the OIR does not work, try to reload the system if possible to bring the system offline. If the problem persists, the message indicates an unrecoverable hardware failure. Copy the error message exactly as it appears on the console or in the system log and call your Cisco technical support representative. 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 gathered information.

Error Message

%ATMLC-3-HWFAIL: The ATM line card in slot [dec] encountered a hardware failure: [chars]

Explanation The ATM line card has encountered a hardware failure and should be deactivated. The problem can be any one of the following: 1) memory allocation failure for control data, 2) framer, ATM SAR devices, or line card FPGA access failure, 3) uncorrectable multi-bit ECC errors in line card memory, 4) PCI bus timeout, 5) ATM SAR device (reassembler or segmenter) does not respond to configuration commands, or 6) unrecoverable data corruption/parity error.

Recommended Action The message indicates a hardware failure. The line card may have been deactivated by the system. Perform a line card online insertion and removal(OIR) to confirm that the problem persists. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show c7300**, show diag slot-number, **show c7300 errorlog slot**, **show interface atm**, and **show controller atm** commands and your pertinent troubleshooting logs.

Error Message

%ATMLC-4-ALARM: Interface ATM[dec]/[dec], received SONET/SDH alarm: [chars]

Explanation The ATM framer interface received SONET/SDH alarm(s) as indicated in the message.

Recommended Action SONET/SDH alarms may occur when the line card is initializing and negotiating clocking with the peer. In this situation, the alarms will be cleared and the error message is used only to provide information. If the message continues to appear after the line card is initialized and the connection is set up, use the **show controller atm** command to check the framer alarms. If the alarms from **show controller atm** do not disappear, ensure that the optical fiber cable is not broken and is properly inserted and that the far end of the peer is not malfunctioning. If the error message persists, the messages should reflect the natural alarm conditions of the SONET/SDH-based network and do not indicate a network problem. In this scenario, the alarm was sent by a far-end entity and the source and purpose of the alarm should be investigated by a network administrator if not already known. If you think the message itself is being received in error, copy the message exactly as it appears on the console or in the system log and capture the output of the **show c7300** and the **show controller atm** commands. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%ATMLC-4-SONET: Interface ATM[dec]/[dec] [chars]

Explanation The ATM framer SONET failure as indicated in the message. The ATM framer SONET failure can be framer J1 trace bufferaccess 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. 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

%ATMLC-6-CLOCKING: Interface ATM[dec]/[dec], changed clock source to [chars]

Explanation The clock source of the ATM interface changed to either line clock or internal clock as indicated in the message. If the ATM interface is configured for line clocking and receives SONET/SDH alarms including one of loss of signal (LOS), loss of frame (LOF), and line alarm indication (Line AIS), the interface will first change to internal clock before changing back to line clock when the alarms are cleared. If the ATM interface is configured for internal clocking, the SONET/SDH alarms will not cause any clocking change. This message shows the run-time clock source changes on an ATM interface while the **show controller atm** command always shows the user-configured clock source.

Recommended Action No action is required.

Error Message

%ATMLC-6-S1BYTE: Interface ATM[dec]/[dec] S1 byte indicates [chars] line synchronization with remote end

Explanation The remote side is indicating that the line synchronization has been lost or restored through the S1 byte. The S1 byte is extracted from the frames.

Recommended Action No action is required.

Error Message

%ATMOC3-1-DISCOVER: The Network Module in slot [dec] did not initialize.

Explanation The Network Module has failed its initialization.

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

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

Error Message

```
%ATMOC3-1-GENERAL: [chars] error.
```

Explanation A non-recoverable 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ATMOC3-1-INITFAIL: The Network Module in slot [dec] failed to initialize (cause [chars]).
```

Explanation The Network Module has failed its initialization.

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

Error Message

```
%ATMOC3-1-INVALIDPAK: ATM OAM receive interrupt has invalid packetpak-chunk_num=[dec], pak-refcount=[dec]
```

Explanation PAK members are corrupt.

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.

Error Message

%ATMOC3-1-INVALID_PCI_ID: The network module hardware reports an invalid [chars] device id of [hex].

Explanation The ATMOC3 network module hardware may be bad.

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

Error Message

%ATMOC3-1-PCMCIA: The ATM Network Module in slot %d is incompatible with the PCMCIA controller in the router.

Explanation The PCMCIA controller is down level.

Recommended Action Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

Error Message

%ATMOC3-1-PVP: %s traffic type not allowed in a PVP.

Explanation This traffic type cannot be configured in a PVP.

Recommended Action Either change the traffic type of this VC or remove it from the PVP.

Error Message

%ATMOC3-1-PVP_VC: Failed to activate F4 %s VC. PVP %d.

Explanation The required control VC was not established.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. %ATMOC3-1-TOOBIG: %s, packet(size %d) too big.

Explanation A packet greater than the 256 bytes received on this interface.

Recommended Action The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

%ATMOC3-1-TOOBIG: [chars], packet(size [dec]) too big.

Explanation A packet greater than 256 bytes has been received on this interface.

Recommended Action The system should recover. No action is required. If the problem recurs, the error might be related to data traffic patterns. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%ATMOC3-3-INVALID_QOS: Unsupported QoS category on [chars] VC [dec]/[dec]

Explanation The VC cannot become active because a QoS category is unsupported.

Recommended Action Remove or modify the class VC so that the VC can become active.

Error Message

%ATMOC3POM-1-CLOSE_CHAN_FAIL: ATM VC Deletion Failed cause:([chars])

Explanation ATM VC deletion failed for pvc/svc command.

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

Error Message

%ATMOC3POM-1-CLOSE_TUNNEL_FAIL: ATM VP Tunnel Deletion Failed cause:([chars])

Explanation ATM VP Tunnel deletion failed for pvp command.

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

Error Message

%ATMOC3POM-1-DISCOVER: The Network Module in slot [dec] did not initialize.

Explanation The Network Module has failed its initialization.

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

Error Message

%ATMOC3POM-1-GENERAL: [chars] error.

Explanation A non-recoverable 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%ATMOC3POM-1-INITFAIL: The Network Module in slot [dec] failed to initialize (cause [chars]).

Explanation The Network Module has failed its initialization.

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

Error Message

%ATMOC3POM-1-OPEN_CHAN_CONFIG_ERR: MCR cannot exceed [dec] kbps for PCR = [dec] kbps

Explanation The configuration is not allowed.

Recommended Action Change the PCR/MCR values and try again.

Error Message

%ATMOC3POM-1-OPEN_CHAN_FAIL: ATM VC Init Failed cause:([chars])

Explanation ATM VC creation failed for pvc/svc command.

Recommended Action If you are trying to configure more than the maximum VC, then no action is required. If there is a memory allocation failure then you should add more IO memory.

Error Message

%ATMOC3POM-1-OPEN_TUNNEL_FAIL: ATM VP Tunnel Init Failed cause:([chars])

Explanation ATM VP Tunnel creation failed for pvp command.

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

Error Message

%ATMOC3POM-1-OPEN_UBRPLUS_CHAN_CONFIG_ERR: PCR cannot exceed [dec] kbps

Explanation The configuration is not allowed.

Recommended Action Change the PCR/MCR values and try again.

Error Message

%ATMOC3POM-1-PM_DNLD_FAIL: ATM OC3 firmware download failed: ([chars])

Explanation ATM OC3 SAR firmware download failed.

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

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

Error Message

```
%ATMOC3POM-1-PVP_VC: Failed to activate F4 [chars] VC. PVP [dec].
```

Explanation The required control VC was not established.

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

Error Message

```
%ATMOC3POM-1-WRITE_FW_FAIL: Writing firmware to the NM failed: @[hex]: write [hex]; read [hex]
```

Explanation The card is not properly seated. Writing firmware to the NM failed.

Recommended Action Reseat the NM properly.

Error Message

```
%ATMOC3POM-3-DUPLICATE_SN: SFP in interface [chars] has the same serial number as another SFP
```

Explanation The SFP's serial number matches that of another interface on the system.

Recommended Action Cisco SFPs are assigned unique serial numbers. Verify that the SFP was obtained from Cisco or a supported vendor.

Error Message

```
%ATMOC3POM-3-ID_MISMATCH: SFP in interface [chars] failed identification check
```

Explanation The system was unable to verify the SFP's identity.

Recommended Action Verify that the SFP was obtained from Cisco or from a supported vendor. Use Software Advisor tool to check if the Cisco IOS software running on the system supports the SFP. If the SFP is newer, a system software upgrade might be required.

Error Message

%ATMOC3POM-3-UNRECOGNIZED_VENDOR: SFP in interface [chars] is manufactured by an unrecognized vendor

Explanation The system was unable to match the SFP's manufacturer with one on the list of known Cisco SFP vendors.

Recommended Action Verify that the SFP was obtained from Cisco or a supported vendor. Use the Software Advisor tool to check if the Cisco IOS software running on the system supports the SFP. If the SFP is newer, a system software upgrade might be required.

Error Message

%ATMOC3POM-3-VN_DATA_CRC_ERROR: SFP in interface [chars] has bad CRC

Explanation The SFP does not have a valid CRC in the EEPROM 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 gathered information.

Error Message

%ATMOC3POM-4-IND_Q_OVERWRITE: Indication Q [dec] overwritten

Explanation One of the internal shared software queues has been overwritten. This will result in packet loss if the error messages persist.

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

Error Message

%ATMOC3POM-4-SFP_INTERR: Interface [chars] internal error occurred in setup for SFP

Explanation The system could not allocate resources or had some other problem in the setup for the specified SFP interface.

Recommended Action Reload the 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%ATMOC3POM-6-SFP_IN: Interface [chars] [chars] SFP has been inserted.

Explanation An ATMOC3POM interface SFP has been inserted.

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

Error Message

%ATMOC3POM-6-SFP_OUT: Interface [chars] SFP has been removed.

Explanation An ATMOC3POM interface SFP has been removed.

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

Error Message

%ATMPA-0-BATMANERROR: misc_cntl_reg %#x. Resetting the OC12 PA...

Explanation The ASIC that interfaces the SAR engines to the VIP4 packet switching and routing processor has encountered an error that has caused it to fail. As its main function, this ASIC supports the SARs by implementing the cell and packet buffering scheme that is expected on the Port 1 interface, and by managing the commands and indications sequences on the Port 2 interface.

Recommended Action The OC-12 reboots itself. May need to do clear int

Error Message

%ATMPA-1-CTRLMEMFAIL: %s control memory bad

Explanation A memory test failed within the PCI control memory. This probably indicates a memory chip has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message

%ATMPA-1-GIANTPAK: %s vc %d received a giant packet size %d - %08x %08x %08x %08x %08x %08x

Explanation The port adaptor received a giant packet.

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

Error Message

%ATMPA-1-INVALIDCONFIG: VIP2-40 and below only supports one OC-3 ATM PA. The other PA bay needs to be emptied in order for the ATM PA to function.

Explanation The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

Recommended Action Either remove one of the port adapters or upgrade the VIP.

Error Message

%ATMPA-1-REGFAIL: register %08x write value 0x%02x but read 0x%02x

Explanation The port adaptor failed to write a register.

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

Error Message

%ATMPA-1-RPTFAIL: %s failed to send report %d at %s - line %d

Explanation The port adaptor failed to send a report from vip.

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

Error Message

```
%ATMPA-2-INVDEVICE: Slot [dec] device is invalid (ID [hex])
```

Explanation The ATM Deluxe PCI driver found an incorrect PCI device ID during initialization. This could mean that a hardware failure caused an actual failure to read the ID, or that the software needs to be upgraded to support hardware that did not exist yet at the time the software was written.

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

Error Message

```
%ATMPA-2-VP-COUNTLIMIT: ti1570_vc_setup failed. (vp_count %d max_vp %d).
```

Explanation Attempt has been made to create more Virtual Paths than the maximum configured Virtual Paths.

Recommended Action ATM-Light supports 6 Virtual Paths by default. The default value can be changed using interface config command `atm vc-per-vp xxx`. Decrease the `vc-per-vp` value to increase the number of Virtual Paths that can be created.

Error Message

```
%ATMPA-3-BADPARTICLE: %s: bad rx particle 0x%08x flags 0x%08x index %d
```

Explanation The PA host driver detected a duplicate rx host buffer returned

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

Error Message

```
%ATMPA-3-BADTXBFD: [chars]: bad tx buffer descriptor on vcd [dec] size [dec]
bfd_index [dec]
```

Explanation The PA host driver has detected an invalid Tx buffer descriptor.

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

Error Message

%ATMPA-3-BADTXPACKET: %s: bad tx packet on vcd %d size %d

Explanation The PA host driver detected a bad tx host buffer with size 0

Recommended Action Enable 'debug atm events' && gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message

%ATMPA-3-BADVCD: %s bad vcd %d packet - %08x %08x %08x %08x %08x %08x

Explanation The port adaptor received packet on a non-existent vc.

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

Error Message

%ATMPA-3-CMDFAIL: [chars] Command Failed at [chars] - line [dec], arg [dec]

Explanation The port adapter failed to process a command. The reason could be that an OIR operation was performed of a line card or port adapter and RP was in the process of executing commands. If this message recurs, it indicates a software problem.

Recommended Action If this message appeared while an OIR operation was being performed of a port adapter or line card, and if the slot or bay number in the message text corresponds to the removed hardware, this message indicates normal system operation and no action is required.

Error Message

%ATMPA-3-DISCOVER: found [dec] interfaces on bay [dec] (device ID [hex])

Explanation The software could not identify the interface card.

Recommended Action Power down the system. Reseat the interface card and reboot the system.

Error Message

%ATMPA-3-FWCKSUM: %s SAR firmware checksum error (expected 0x%04x, obtained 0x%04x)

Explanation CM622 ATM SAR firmware checksum errors.

Recommended Action Enable 'debug atm events' && gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message

```
%ATMPA-3-INITERROR: In file %s - line %d
```

Explanation Cannot create the CM622 Process Agent process, which is a temp process to download firmware.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message

```
%ATMPA-3-INITFAIL: ATMPA (bay %d), Init Failed at %s - line %d
```

Explanation The port adaptor failed to complete hardware initialization.

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

Error Message

```
%ATMPA-3-NOTCM622: Slot [dec] device is not a valid PCI device vendor ID used onOC-12 PA (ID [hex])
```

Explanation The PCI vendor ID of the PA is not Valid. This condition could be due to a failed PA.

Recommended Action Power down the system. Reseat the interface card and reboot the system.

Error Message

```
%ATMPA-3-NOTTI1570: Slot [dec] device is not TI1570 (ID [hex])
```

Explanation The driver found a device type other than what it expected in the specified PCI slot. If the device is a TI1570 then a hardware failure may have occurred.

Recommended Action Power down the system. Reseat the interface card and reboot the system.

Error Message

```
%ATMPA-3-NOTXDESCSPACE: [chars] No tx descriptor space in buffer, data block [hex], data start [hex]
```

Explanation The driver could not allocate memory for a packet. This message is probably caused by memory exhaustion.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%ATMPA-3-NOVPSPACE: %s Runs out of VP space for vpi %d

Explanation Unable to get a driver VP control block, neither from inuse_q nor from virgin_q. So, we cannot Setup a new Vp nor a new VC.

Recommended Action To increase the number of VPs configurable on PA-A3-OC12 we can use 'atm vc-per-vp' interface configuration command. So the recommended action here is to set the appropriate value in 'atm vc-per-vp'.

Error Message

%ATMPA-3-PCIMEMNOTENOUGH: Only [hex] bytes of memory available for [chars]

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 gathered information.

Error Message

%ATMPA-3-PCI_PERROR: TI1570 unit [chars]: PCI parity error ([hex])

Explanation A parity error has 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 gathered information.

Error Message

%ATMPA-3-RXDMANOTINACT: RX DMA entry [hex] not going inactive

Explanation A receive DMA channel failed to deactivate during shutdown of a virtual circuit. This failure could originate in either hardware or software.

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

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ATMPA-3-RXFREEZE: %s: receive freeze %d
```

Explanation This message indicates excessive traffic congestion on the ATM interface may have resulted in cell loss. The PCI-ATM interface's cell buffers were full when a cell arrived on the interface, resulting in a receive freeze condition.

Recommended Action 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 gathered information.

Error Message

```
%ATMPA-3-SARCRASH: [chars]: SAR[dec] SARCRASH
```

Explanation The SAR chip crashed and interface is being reset.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **sh cont atm xxx** command to gather data that might identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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

```
%ATMPA-3-SAROP: %s SAR doing %s error: %s
```

Explanation ATM driver SAR operation error.

Recommended Action Enable 'debug atm events' && gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message

%ATMPA-3-SETUPVCFailure: %s: Platform Setup_vc failed for %d/%d, vcd %d

Explanation RSP Platform Setup VC failed.

Recommended Action Turn on debug atm error on platform console and see why.

Error Message

%ATMPA-3-SETUPVPFailure: %s: Platform Setup_vp failed for vpi %d

Explanation RSP Platform Setup VP failed.

Recommended Action Turn on debug atm error on platform console and see why.

Error Message

%ATMPA-3-TNLNOTEEMPTY: %s Have to close all VCs before modifying the VP tunnel %d

Explanation The VP Tunnel has open VCs associated with it.

Recommended Action Remove all the VCs associated with the VP tunnel before modifying the VP.

Error Message

%ATMPA-3-TXACKERROR: %s tx cmd ack error (%#x), vcd %d.

Explanation Error while processing the Tx Ack cmd.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message

%ATMPA-3-TXCMDFAIL: TX CMD %d failed for vcd %d.

Explanation Failure while processing a Batman tx SAR cmd or unable to perform a cmd ack.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message

%ATMPA-3-TXDMANOTFLUSHED: 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 either hardware or software.

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ATMPA-3-TXFREEZE: [chars]: transmit freeze [dec]
```

Explanation This message indicates that the PCI-ATM interface had to stop the transmitter while waiting for data.

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 gathered information.

Error Message

```
%ATMPA-3-TXINDERROR: %s Tx Indication FIFO full.
```

Explanation TX Indication FIFO full. From TX FPGA.

Recommended Action None. The OC-12 reboots itself.

Error Message

```
%ATMPA-3-UNSUPPORTED: Interface %s: %s command not supported
```

Explanation An attempt was made to configure a rate queue on an ATM Lite port adapter that does not support rate queues.

Recommended Action Check the configuration and try again, avoiding unsupported features.

Error Message

```
%ATMPA-4-ADJUSTPEAKRATE: %s: Shaped peak rate adjusted to %d
```

Explanation CM622 only allows shaped rate up to half of line rate.

Recommended Action You can either specify a value within range or use the adjusted value

Error Message

%ATMPA-4-RXSARIND: RX SAR cmd %s error: %s (indication=0x%08x 0x%08x 0x%08x)

Explanation ATM driver RX SAR indication errors.

Recommended Action Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

Error Message

%ATMPA-5-BADVCSETUP: ti1570_vc_setup failed. (vci %d of the lastvpi %d exceeds (vc-per-vp - 3)).

Explanation The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

Recommended Action Avoid try different vci/vpi combinations.

Error Message

%ATMPA-7-CWREG00: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

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

Error Message

%ATMPA-7-CWREG01: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

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

Error Message

%ATMPA-7-CWREG02: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

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

Error Message

%ATMPA-7-CWREG03: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

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

Error Message

%ATMPA-7-CWREG04: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

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

Error Message

%ATMPA-7-CWREG05: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

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

Error Message

%ATMPA-7-CWREG06: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

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

Error Message

%ATMPA-7-CWREG07: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR CW4010 Registers dump

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

Error Message

%ATMPA-7-MISC0: 00 0x%08x, 01 0x%08x, 02 0x%08x, 03 0x%08x

Explanation SAR Misc. dump

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

Error Message

%ATMPA-7-MISC1: 04 0x%08x, 05 0x%08x, 06 0x%08x, 07 0x%08x

Explanation SAR Misc. dump

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

Error Message

%ATMPA-7-MISC2: 08 0x%08x, 09 0x%08x, 10 0x%08x, 11 0x%08x

Explanation SAR Misc. dump

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

Error Message

%ATMPA-7-MISC3: 12 0x%08x, 13 0x%08x, 14 0x%08x, 15 0x%08x

Explanation SAR Misc. dump

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

Error Message

%ATMPA-7-REG00: %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR APU Registers dump

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

Error Message

%ATMPA-7-REG01: %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR APU Registers dump

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

Error Message

%ATMPA-7-REG02: %s 0x%08x, %s 0x%08x, %s 0x%08x

Explanation SAR APU Registers dump

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

Error Message

```
%ATMPA-7-REG03: %s 0x%08x, %s 0x%08x, %s 0x%08x
```

Explanation SAR APU Registers dump

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

Error Message

```
%ATMSIG-3-ATMSIG_CUG_DELETE_FAILED: ATMSIG([chars])
```

Explanation A software error has occurred during removal of a member from a closed user group. Other error messages appearing immediately prior to this one may be related.

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

Error Message

```
%ATMSIG-3-ATMSIG_CUG_INSERT_FAILED: ATMSIG([chars])
```

Explanation A software error has occurred during the addition of a member to a closed user group. Other error messages appearing immediately prior to this one might be related.

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

Error Message

```
%ATMSIG-3-ATMSIG_LISTEN_FAILED_DUP: Duplicate LISTEN by [chars] for existing NSAP
[chars] owned by [chars]
```

Explanation An application attempted to either LISTEN on an NSAP owned by another application or to LISTEN for the same NSAP twice.

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

Error Message

```
%ATMSIG-3-ATMSIG_PRTY_DELETE_FAILED: ATMSIG([chars] [dec],[dec] - [dec]/[dec])
avl prty del failed:svc [hex] party [hex]
```

Explanation A software error has occurred during removal of a party from a point-to-multipoint call. Other error messages appearing immediately prior to this one may be related.

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

Error Message

```
%ATMSIG-3-ATMSIG_PRTY_INSERT_FAILED: ATMSIG([chars] [dec],[dec] - [dec]/[dec])
avl prty ins failed:svc [hex] party [hex]
```

Explanation A software error has occurred during addition of a party to a point-to-multipoint call. Other error messages appearing immediately prior to this one might be related.

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

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

Error Message

```
%ATMSIG-3-ATMSIG_SVC_DELETE_FAILED: ATMSIG([chars] [dec], [dec] - [dec]/[dec]) SVC
wavl del failed:svc [hex]
```

Explanation A software error occurred during closure of an SVC. Other error messages appearing immediately prior to this one may be related.

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

Error Message

```
%ATMSIG-3-ATMSIG_SVC_INSERT_FAILED: ATMSIG([chars] [dec], [dec] - [dec]/[dec]) SVC
wavl ins failed:svc [hex]
```

Explanation A software error has occurred during creation of an SVC. Other error messages appearing immediately prior to this one might be related.

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

Error Message

```
%ATMSIG-3-DBINITFAIL: Signalling control block initialization failure, [chars]
```

Explanation An internal software or resource 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%ATMSIG-3-ENQFAIL: process_enqueue failed, [chars]
```

Explanation An internal software error has occurred while handling a user request.

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

Error Message

```
%ATMSIG-3-FAIL1STHALFLEG: 1st halfLeg failed, [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%ATMSIG-3-FAIL2NDHALFLEG: 2nd halfLeg failed, [chars]
```

Explanation An internal software error has occurred.

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

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

Error Message

```
%ATMSIG-3-FAILASSERT: Assertion failed: [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%ATMSIG-3-FAILHALFLEGREM: halfLeg removal failed, [chars]
```

Explanation An internal software error has occurred. This message should only be displayed when verbose debugging is enabled for an SVC.

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

Error Message

```
%ATMSIG-3-FAILXCONN: Xconnect failed, [chars]
```

Explanation An internal software has error occurred during the installation of an SVC cross-connect.

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

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Error Message

%ATMSIG-3-INVPNMSG: Invalid msg from routing/pnni : [chars]

Explanation This message indicates that an error has occurred in the PNNI routing subsystem. It could be caused by an internal software error or by bad control information received from the peer equipment. The message contains additional information that can help locate the cause. Any message with NULL probably indicates a problem with this system; other messages probably indicate a problem with the peer equipment.

Recommended Action Check this system and the peer equipment for any obvious errors. 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%ATMSIG-3-NOCALLREF: Cannot find a Callref value to allocate: [chars]

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

Error Message

%ATMSIG-3-NOSVC: no SVC, [chars]

Explanation An internal software error has occurred.

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

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

Error Message

%ATMSIG-3-PNNI_TRACE_INTERNAL: [chars]

Explanation An internal software error or an unexpected condition occurred during PNNI (connection/path) trace-related processing.

Recommended Action Enter the **show atm pnni trace information** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the message text or from the output of **show atm pnni trace information** command, gather information about where or how the trace was initiated and for what type of VC. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%ATMSIG-4-CONFIG_ERROR: Configuration Error: %s %s

Explanation This message indicates a configuration error in the ATM Signaling subsystem. The message will display more specific information about the problem location.

Recommended Action Change the configuration to correct the error.

Error Message

%ATMSPA-2-INITFAIL: %s - Init Failed return code: %u

Explanation The SPA failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

Recommended Action Please power down and reseat the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl 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

```
%ATMSPA-3-DATA_ERROR: [chars] Error [hex] [chars]
```

Explanation A datapath protocol violation or sequence error has been detected.

Recommended Action The message text on the console or in the system log provides more information on the specific nature of the error.

Error Message

```
%ATMSPA-3-FATAL_ERROR: occurred on %s. Resetting SPA
```

Explanation The SPA has been reset due to a critical error in one of its devices. The error could either be a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information on the specific nature of the error.

Recommended Action If the SPA is reset more than once, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl 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

```
%ATMSPA-3-FPD_VER_DEPENDENCY_NOTE: Cannot perform the requested FPD update operation because [chars] in subslot [int]/[int] has incompatible HW version [int].[int] with FPD image version [dec].[dec] for FPD ID [dec]. Only image version greater than [int].[int] can be used in the update operation of [chars] with HW version greater than [int].[int].
```

Explanation The version of the FPD image from the FPD image bundle or package is not compatible with the HW version of the target card

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

Error Message

```
%ATMSPA-3-GEN_ERROR: [chars] Error [hex] [chars]
```

Explanation The specified error has been detected.

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

Error Message

```
%ATMSPA-3-HW_ERROR: [chars] Error [hex] [chars]
```

Explanation The specified hardware error has been detected.

Recommended Action The message text on the console or in the system log provides more information on the specific nature of the error.

Error Message

```
%ATMSPA-3-QOS_ALLOC_FAILED: %s %s %s: %d
```

Explanation Traffic shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

Recommended Action Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

Error Message

```
%ATMSPA-3-SW_ERROR: [chars] Error [hex] [chars]
```

Explanation The specified software error has been detected.

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

Error Message

%ATMSPA-3-VCQ_ERROR: %s: VC queue configuration failed due to un-initialized queue table(global identifier %d)

Explanation Software configuration of a VC queue failed due to un-initialized queue table.

Recommended Action Attempt to perform a soft OIR operation by entering the command that is described in the shared port adapter software configuration guide. If the condition persists, copy the error message exactly as it appears, and report it to your technical support representative. Also supply a 'show tech-support' at that time.

Error Message

%ATMSPA-4-VCSETUP: %s: VC setup command received on the LC for an existing VC (VCD %d)

Explanation A command to set up a VC has been received for a VC that has already been set up. The VC has already been configured by a previous setup VC command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

Recommended Action No action is required.

Error Message

%ATMSPA-4-VCTEARDOWN: %s: VC tear down command received on the LC for a non-existing VC (VCD %d)

Explanation The VC does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

Recommended Action No action is required.

Error Message

%ATMSPA-4-VPSETUP: [chars]: VP setup command received on the LC for an existing VP (VPI [dec])

Explanation A command to set up a VP has been received for a VP that has already been set up. The VP has already been configured by a previous setup VP command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

Recommended Action No action is required.

Error Message

%ATMSPA-4-VPTEARDOWN: [chars]: VP tear down command received on the LC for a non-existing VP (VPI [dec])

Explanation The VP does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

Recommended Action No action is required.

ATMSSCOP Messages

The following are the Service Specific Connection Oriented Protocol (SSCOP) error messages.

Error Message

%ATMSSCOP-3-SSCOPERR: INIT SSCOP - Intf: %s, Event: %s, State: %s.

Explanation A software error occurred in the ATM SSCOP subsystem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs.

Error Message

%ATMSSCOP-4-UNMATCHUNIVERSION: (%s): %s. Please verify peer UNI version

Explanation The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

Recommended Action The ATM peer equipment may need attention. Please verify its UNI version is at least 3.1, and upgrade if necessary.

Error Message

%ATMSSCOP-5-SSCOPINIT: - Intf : [chars], Event : [chars], State : [chars].

Explanation This message indicates a routine step of the ATM SSCOP initialization sequence.

Recommended Action No action is required.

Error Message

%ATM_AIM-1-AIMREV: ATM AIM type in slot [int] is not supported by this platform.

Explanation The ATM AIM that is installed is not supported by this platform.

Recommended Action Power off the router and replace the ATM AIM card.

Error Message

%ATM_AIM-1-ELMERREV: AIM in slot [int] not supported by this HW revision.

Explanation The revision level of the Cisco C2600 Elmer PLD does not support the specified ATM AIM.

Recommended Action Reprogram the Cisco C2600 Elmer PLD to a later hardware revision. Refer to the release notes for the Cisco 2600 and ATM AIM on Cisco.com for an explanation of how to reprogram the PLD.

Error Message

%ATM_AIM-1-IMA_HW_ERROR: ATM AIM Firmware Command Failure: [chars] for the handle: ([hex])

Explanation ATM AIM firmware has failed to respond to the command. This is an indication of a command failure by the firmware.

Recommended Action Reboot the system. If the message recurs, the ATM AIM should be replaced.

Error Message

%ATM_AIM-1-INITFAIL: ATM_AIM [dec]: Initialization failed at [chars]

Explanation The ATM AIM device would not reset properly. A failure to reset indicates an ATM AIM hardware failure.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%ATM_AIM-1-INVELMT: Invalid ATM AIM element: [dec]

Explanation The ATM AIM element number specified in the command is invalid.

Recommended Action ATM AIM element numbers range from 0 to one less than the number of ATM AIMS possible in your system. Check the number of ATM AIMS present in your system.

Error Message

```
%ATM_AIM-1-NODEV: AIM slot [dec]: Could not locate ATM AIM; found PCI vendor id [hex] instead
```

Explanation The AIM ID PROM indicates that an ATM AIM is present, but the PCI vendor or device ID was not that expected for an ATM AIM.

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.

Error Message

```
%ATM_AIM-1-NOMEMORY: ATM_AIM [dec]: Memory allocation failure; could not allocate [chars]
```

Explanation An attempt to allocate memory for the specified ATM AIM has failed. More RAM might be required for the execution of this image.

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.

Error Message

```
%ATM_AIM-1-NOSUCH: No such ATM AIM element: [dec]
```

Explanation The ATM AIM element number that was specified is not present in the system.

Recommended Action ATM AIM element numbers range from 0 to one less than the number of ATM AIMS present in your system. Check the number of ATM AIMS present in your system.

Error Message

```
%ATM_AIM-1-OPEN_CHAN_FAIL: ATM AIM VC Init Failed cause:([chars])
```

Explanation The pvc or svc command has failed to create the ATM AIM VC.

Recommended Action Make sure you are not trying to configure more than the maximum allowed number of VCs. If this error is caused by a memory allocation failure, more I/O memory is required. If the interface cannot be opened, check the ATM AIM hardware.

Error Message

```
%ATM_AIM-1-OPEN_PORT_FAIL: ATM AIM Port Init Failed cause:([chars])
```

Explanation An attempt to create an ATM AIM port has failed for the mode atm command.

Recommended Action Make sure that you are not trying to configure more than the maximum allowed number of ports. If this error is caused by a memory allocation failure, more I/O memory is required. If the port cannot be opened, check the ATM AIM hardware.

Error Message

%ATM_AIM-1-PCIABT: ATM AIM [int]: PCI Abort reported: status [hex]

Explanation The specified ATM AIM has reported a bus error (PCI Abort).

Recommended Action This condition is an indication of a serious malfunction of the ATM AIM or of the system bus. The ATM AIM should be replaced.

Error Message

%ATM_AIM-1-UNEXPINT: Unexpected AIM Interrupt

Explanation The system has received an AIM interrupt from an unknown AIM device. No recognizable AIM is installed in the system.

Recommended Action If there is an ATM AIM installed in the Cisco C2600, it is defective and must be replaced. If there is some other AIM installed in the Cisco C2600, it must be removed. If there is no AIM installed, the Cisco C2600 unit is defective and must be replaced.

Error Message

%ATM_AIM-3-IDB_CREATE: Error creating an idb for VoIP fastswitching in aim slot [dec].

Explanation The ATM AIM driver has failed to create an IDB for VoIP fast switching.

Recommended Action Power down and reboot the system. If this message recurs, the Cisco IOS software image is most likely missing a required subsystem. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%ATM_AIM-4-CLOCK_MODE_COMMON_DELAYED: Link [dec] will become the common transmit clock once it is added to group [chars]

Explanation The link that is configured as the common transmit clock is not a member of the group, so it cannot provide the clock. The group will use a common transmit clock that is automatically chosen from one of the other active links.

Recommended Action No action is required.

Error Message

%ATM_AIM-4-TEST_LINK_DELAYED: Link [dec] will initiate the test pattern procedure once its added to group [chars].

Explanation The link chosen to transmit the test pattern is not a member of the group, so the test pattern cannot be transmitted.

Recommended Action No action is required.

Error Message

%ATM_AIM-4-TEST_LINK_STOPPED: Stopping test pattern procedure on group [chars].

Explanation The link transmitting the test pattern has been removed from the group, and so the test pattern has stopped.

Recommended Action No action is required.

Error Message

%ATM_AIM-5-ACTIVE_LINK_CHANGE: IMA Group [chars] now has [dec] active links.

Explanation Active links were added to or removed from the group, changing the bandwidth of the group.

Recommended Action No action is required.

Error Message

%ATM_AIM-5-ACTIVE_LINK_DOWN: Interface [chars] of IMA Group [chars] is now inactive.

Explanation The specified link in the specified IMA group has become inactive.

Recommended Action No action is required.

Error Message

%ATM_AIM-5-ACTIVE_LINK_UP: Interface [chars] of IMA Group [chars] is now active.

Explanation The specified link in the specified IMA group has become active.

Recommended Action No action is required.

Error Message

%ATM_AIM-5-CELL_ALARM_DOWN: Interface [chars] regained cell delineation.

Explanation Cell delineation was established on the specified interface.

Recommended Action No action is required.

Error Message

%ATM_AIM-5-CELL_ALARM_UP: Interface [chars] lost cell delineation.

Explanation Cell delineation was lost on the specified interface. This may happen due to misconfigured clocking on the corresponding local or remote PHY controller, if the controller itself stays up.

Recommended Action If the alarm or the interface is flapping, check the clocking configuration.

Error Message

%ATM_AIM-5-NO_LINK_MEMBERS: [chars] is using channel [dec] but has no configured links.

Explanation The IMA interface has been configured as up, but it has no link members. The IMA interface cannot become active until active links are added to the group.

Recommended Action No action is required.

Error Message

%ATM_AIM-6-SHUTDOWN: [chars] shutting down

Explanation The specified ATM AIM is shutting down. It may have been physically removed. This message also appears when the clear atm aim command is used.

Recommended Action This is an informational message only and occurs in normal operation. No action is required.

Error Message

%ATM_AIM-6-STARTUP: [chars] initialized

Explanation The specified ATM AIM is initialized.

Recommended Action This is an informational message only and occurs in normal operation. No action is required.

ATOM_TRANS Messages

The following are Layer 2 Transport over MPLS messages.

Error Message

%ATOM_NP_CLIENT-3-INFO: [chars]

Explanation ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature.

Recommended Action Try to reload the IOS image on the affected card or platform. If the 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%ATOM_NP_CLIENT-3-NOMEM: [chars]

Explanation ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

Recommended Action This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration.

Recommended Action Try to reload the IOS image on the affected card or platform. If the 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech** and **show log** commands and your pertinent troubleshooting logs.

Error Message

%ATOM_NP_CLIENT-4-WARN: [chars] [dec] [chars]

Explanation AToM Entry could not be added because the entry passed is invalid.

Recommended Action Try to reload the IOS image on the affected card or platform. If the 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech** and **show log** commands and your pertinent troubleshooting logs

Error Message

%ATOM_SEG-3-CHUNKFREE: Error freeing [chars] [hex]

Explanation ATOM Segment Handler error.

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

```
%ATOM_SEG-3-ILLEGALUPD: Illegal label [dec] update [chars]
```

Explanation AToM Segment Handler error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%ATOM_SEG-3-NOTSUPP: Unsupported update [chars]
```

Explanation AToM Segment Handler error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

ATOM_TRANS Messages

The following are Layer 2 Transport over MPLS messages.

Error Message

```
%ATOM_TRANS-3-CONSISTENCY: [chars]
```

Explanation An action attempted by the layer 2 transport over MPLS implementation encountered an unexpected condition.

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

Error Message

```
%ATOM_TRANS-3-INIT_FAIL: Failed to start AToM Manager
```

Explanation Failed to start and initialize the AToM Manager.

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

```
%ATOM_TRANS-3-LABEL_ALLOC_FAIL: Failed to allocate local label for  
peer:[IP_address], vcid:[int]
```

Explanation Failed to allocate local label for specified AToM VC.

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

Error Message

```
%ATOM_TRANS-3-MISMATCH: vcid [int] [chars] remote [dec] local [dec]
```

Explanation An action attempted by the implementation of Layer 2 transport over MPLS has encountered an unexpected condition.

Recommended Action No action is required.

Error Message

```
%ATOM_TRANS-4-CONFIG: [chars]
```

Explanation AToM pseudowire uses undesirable configuration.

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

%ATOM_TRANS-5-DISPOSITION_DISABLED: [chars]

Explanation Disposition disabled for specified AToM VC.

Recommended Action No action is required.

Error Message

%ATOM_TRANS-5-DISPOSITION_ENABLED: [chars]

Explanation Disposition enabled for specified AToM VC.

Recommended Action No action is required.

Error Message

%ATOM_TRANS-5-IMPOSITION_DISABLED: [chars]

Explanation Imposition disabled specified AToM VC.

Recommended Action No action is required.

Error Message

%ATOM_TRANS-5-IMPOSITION_ENABLED: [chars]

Explanation Imposition enabled for specified AToM VC.

Recommended Action No action is required.

Error Message

%ATOM_TRANS-4-PW_MAX_REACHED: [chars]

Explanation The maximum limit for pseudowires was reached for the Layer 2 subscriber author group.

Recommended Action

Error Message

%ATUC-3-IPC_LC_IDPROM_READ: IPC error reading ID prom: Slot [dec]

Explanation The line card is unable to respond with information regarding the 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

```
%ATUC-3-IPC_LC_IDPROM_WRITE: IPC error writing ID prom: Slot [dec]
```

Explanation The line card is unable to record information regarding the card in the IDPROM.

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

Error Message

```
%ATUC-3-LC_IDPROM_READ: Error reading ID prom: Slot [dec]
```

Explanation The line card is unable to respond with information regarding the 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.

AUDIT Messages

Error Message

```
%AUDIT-1-FILESYSTEM: Hash: %s User: %s
```

Explanation The Flash memory or disk file systems on the router have been changed.

Recommended Action Verify that the change is valid. No other action is required.

Error Message

%AUDIT-1-FILE_ROLLOVER: Audit File Roll-over: [dec]

Explanation The audit circular file has rolled over.

Recommended Action Increase the audit file size.

Error Message

%AUDIT-1-HARDWARE_CONFIG: Hardware changed. Hash: [chars]

Explanation The hardware on the router has been changed.

Recommended Action Verify that the change is valid. No other action is required.

Error Message

%AUDIT-1-RUN_CONFIG: Hash: %s User: %s

Explanation The running configuration on the router has changed.

Recommended Action Verify that the change in configuration is valid. No other action is required.

Error Message

%AUDIT-1-RUN_VERSION: Hash: %s User: %s

Explanation The version of Cisco IOS software running on the router has changed.

Recommended Action Verify that the change in version is valid. No other action is required.

Error Message

%AUDIT-1-STARTUP_CONFIG: Hash: %s User: %s

Explanation The startup configuration on the router has changed.

Recommended Action Verify that the change in startup configuration is valid. No other action is required.

Error Message

%AUDIT-3-FILE_RESIZE_ERR: Cannot resize Audit file.

Explanation File system error while resizing the audit file.

Recommended Action Check DISK filesystems on the router.

Error Message

%AUDIT-3-FILE_WRITE_ERR: Cannot write to Audit file.

Explanation File system error while writing to the audit file.

Recommended Action Check DISK filesystems on the router.

Error Message

%AUDIT-3-NOFILE: Cannot create Audit file.

Explanation File system error while creating the audit file.

Recommended Action Check DISK filesystems on the router.

Error Message

%AUDIT-3-NOPROC: Cannot create Audit process.

Explanation Insufficient internal resource available to create process.

Recommended Action Check available memory on router.

Error Message

%AUDIT-5-AUDIT_DISABLED: Auditing disabled

Explanation Audit was disabled on the router.

Recommended Action Check if Audit was disabled by someone authorized to do so

Error Message

%AUDIT-5-AUDIT_ENABLED: Auditing enabled

Explanation Audit was enabled on the router.

Recommended Action Audit logs can be verified, if changes are valid

Error Message

%AUDIT-5-FILESYSTEM: Filesystem changed. Hash: %s

Explanation FLASH/DISK Filesystems on the router changed.

Recommended Action Check if it is a valid change.

Error Message

%AUDIT-5-FILE_ROLLOVER: Audit File Roll-over: [dec]

Explanation The audit circular file has rolled over.

Recommended Action Increase the file size of the audit file.

Error Message

%AUDIT-5-HARDWARE_CONFIG: Hardware changed. Hash: %s

Explanation Hardware on the router changed.

Recommended Action Check if it is a valid change.

Error Message

%AUDIT-5-RUN_CONFIG: Running Configuration changed. Hash: %s

Explanation Running Config on the router changed.

Recommended Action Check if it is a valid change in config.

Error Message

%AUDIT-5-RUN_VERSION: Running Version changed. Hash: %s

Explanation Running Version on the router changed.

Recommended Action Check if it is a valid change.

Error Message

%AUDIT-5-STARTUP_CONFIG: Startup Configuration changed. Hash: %s

Explanation Startup config on the router changed.

Recommended Action Check if it is a valid change.

Error Message

%AUTHMGR-5-FAIL: Authorization failed or unapplied for client (%s) on Interface %s
%s AuditSessionID %s

Explanation Authorization was unsuccessful.

Recommended Action No action is required.

Error Message

%AUTHMGR-5-MACMOVE: MAC address (%e) moved from Interface %s to Interface %s

Explanation Client has moved to a new interface without logging off on the previous one
AuditSessionID %s

Recommended Action No action is required.

Error Message

%AUTHMGR-5-MACREPLACE: MAC address (%e) on Interface %s is replaced by MAC (%e)

Explanation A new client has triggered a violation causing an existing client to be replaced
AuditSessionID %s

Recommended Action No action is required.

Error Message

%AUTHMGR-5-SECURITY_VIOLATION: Security violation on the interface %s, new MAC address (%e) is seen.AuditSessionID %s

Explanation A host on the specified interface is attempting to gain access into the network or is trying to authenticate in a host mode that does not support the number of hosts attached. This is treated as a security violation and the port has been error-disabled.

Recommended Action Ensure that the port is configured to support the number of hosts attached. Enter the shutdown command followed by no shutdown command to restart the port.

Error Message

%AUTHMGR-5-START: Starting '%s' for client (%s) on Interface %s AuditSessionID %s

Explanation Starting an authentication method

Recommended Action No action is required.

Error Message

%AUTHMGR-5-SUCCESS: Authorization succeeded for client (%s) on Interface %s
AuditSessionID %s

Explanation Authorization was successful.

Recommended Action No action is required.

Error Message

%AUTHMGR-5-UNAUTHORIZED: Interface %s unauthorized

Explanation Port has become unauthorized

Recommended Action No action is required.

Error Message

%AUTHMGR-5-VLANASSIGN: VLAN %d assigned to Interface %s AuditSessionID %s

Explanation VLAN assignment

Recommended Action No action is required.

Error Message

%AUTHMGR-7-FAILOVER: Failing over from '%s' for client (%s) on Interface %s
AuditSessionID %s

Explanation Failing over from the current authentication method

Recommended Action No action is required.

Error Message

%AUTHMGR-7-NOMOREMETHODS: Exhausted all authentication methods for client (%s) on
Interface %s AuditSessionID %s

Explanation All available authentication methods have been tried

Recommended Action No action is required.

Error Message

%AUTHMGR-7-RESULT: Authentication result '%s' from '%s' for client (%s) on
Interface %s AuditSessionID %s

Explanation Authentication result received from a method

Recommended Action No action is required.

Error Message

%AUTHMGR-7-STOPPING: Stopping '%s' for client %e on Interface %s AuditSessionID %s

Explanation Stopping the current authentication method

Recommended Action No action is required.

Error Message

%AUTHMGR_SPI-3-FAIL: Auth Manager SPI server %s

Explanation The Auth Manager SPI server failed

Recommended Action No action is required.

Error Message

%AUTHMGR_SPI-6-START: Auth Manager SPI server %s

Explanation The Auth Manager SPI server has successfully started

Recommended Action No action is required.

Error Message

%AUTHMGR_SPI-6-STOP: Auth Manager SPI server %s

Explanation The Auth Manager SPI server has been stopped

Recommended Action No action is required.

Error Message

%AUTH_MGR_DOT11-3-NO_CLIENT_DATA: No dot11 client data for %e in database, so the ID-Req was sent without being customized on interface %s

Explanation No dot11 client data was retrieved from WCDB, so the ID-Req was tx'ed without being customized for wireless

Recommended Action No action is required.

Error Message

%AUTH_MGR_ISSU-2-GET_BUFFER: Auth Mgr ISSU client failed to get buffer for message. Error: %d (%s)

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show logging and show checkpoint client)

Error Message

```
%AUTH_MGR_ISSU-2-INIT: Auth Mgr ISSU client initialization failed to %s. Error: %d (%s)
```

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

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

Error Message

```
%AUTH_MGR_ISSU-2-SEND_NEGO_FAILED: Auth Mgr ISSU client failed to send negotiation message. Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show logging and show checkpoint client)

Error Message

```
%AUTH_MGR_ISSU-2-SESSION_NEGO: Auth Mgr ISSU client encountered unexpected client nego_done. Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issu negotiated capability)

Error Message

%AUTH_MGR_ISSU-2-SESSION_REGISTRY: Auth Mgr ISSU client failed to register session information. Error: %d (%s)

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

%AUTH_MGR_ISSU-3-CAP_INVALID_SIZE: Auth Mgr ISSU client capability list is empty.

Explanation The Auth Mgr ISSU client capability exchange list size 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu capability entires)

Error Message

%AUTH_MGR_ISSU-3-CAP_NOT_COMPATIBLE: Auth Mgr ISSU client capability exchange result incompatible.

Explanation The Auth Mgr ISSU client capability exchange have negotiated as incompatible with the peer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit

<http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu negotiated capability)

Error Message

%AUTH_MGR_ISSU-3-INVALID_SESSION: Auth Mgr ISSU client does not have a valid registered session.

Explanation The Auth Mgr ISSU client does not have a valid registered session.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

%AUTH_MGR_ISSU-3-MSG_NOT_COMPATIBLE_WITH_PEER: 'Feature Id %d, Tag %d' is not supported by Auth Mgr ISSU client at peer

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu message group and show issu session and show issu negotiated version)

Error Message

%AUTH_MGR_ISSU-3-MSG_NOT_OK: Auth Mgr ISSU client 'Feature Id %d, Tag %d' is not compatible

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu message group and show issu session and show issu negotiated version)

Error Message

%AUTH_MGR_ISSU-3-MSG_SIZE: Auth Mgr ISSU client failed to get the MTU for Feature Id %d, Tag %d. Error: %d (%s)

Explanation The Auth Mgr ISSU client failed to calculate the MTU for the specified message. The Auth Mgr ISSU client is not able to send the message to the standby device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu message group and show issu session and show issu negotiated version)

Error Message

%AUTH_MGR_ISSU-3-SESSION_UNREGISTRY: Auth Mgr ISSU client failed to unregister session information. Error: %d (%s)

Explanation The Auth Mgr ISSU client failed to unregister session information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issu negotiated capability)

Error Message

```
%AUTH_MGR_ISSU-3-TRANSFORM_FAIL: Auth Mgr ISSU client %s transform failed for
'Feature Id %d, Tag %d'. Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issu negotiated version)

AUTORP Messages

The following are PIMv2 AUTORP messages.

Error Message

```
%AUTORP-2-RADIXINIT: Error initializing the Auto-RP radix tree
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%AUTORP-4-OVERLAP: AutoRP %s packet, group %i with mask %i removed because of multicast boundary for %i with mask %i

Explanation The multicast boundary has a longer network mask than the AutoRP encoded group.

Recommended Action Use positive permit clauses in the AutoRP Access Control List

Error Message

%AUTORP-4-PAK_ERR: AutoRP %s packet is received on interface %s with Source address=%i, Destination address=%i, TTL=%u, IP length=%u UDP length=%u

Explanation The AutoRP packet was received with wrong packet length. The packet has been dropped as it may be a malformed packet.

Recommended Action No action is required.

Error Message

%AUTORP-4-PRM_DEL: Error expiring semi-static RP-mapping entry (%i/%d, RP:%i)

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%AUTORP-4-RADIXINSERT: Error inserting a new entry into the RP-mapping radix tree

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%AUTORP-5-CRP_REMOVED: C-RP %i on interface %s has been removed

Explanation This is performed either because PIM is disabled on the interface or the interface card has been removed

Recommended Action No action is required. %AUTORP-5-MAPPING: RP for %i/%d is now %i

Explanation A new RP has been elected for the subject group prefix

Recommended Action No action is required.

Error Message

%AUTORP-5-MAPPING: RP for [IP_address]/[dec] is now [IP_address]

Explanation A new RP has been elected for the subject group prefix.

Recommended Action No action is required.

Error Message

%AUTORP-6-RP_MAPPING_IDB_DEL: AutoRP RP-MAPPING IDB [chars] is deleted

Explanation The configured rp-mapping idb has been deleted.

Recommended Action No action is required.

AUTOSEC Messages

The following are Auto Secure messages.

Error Message

%AUTOSEC-1-MODIFIED: AutoSecure configuration has been Modified on this device

Explanation Security configuration has been modified on this device.

Recommended Action This is a notification message only. To apply the modified AutoSecure configuration to the running configuration, restart the AutoSecure feature.

Error Message

%AUTOSEC-3-APPLY_ROLLBACK: Applying AutoSecure Rollback to revert to Pre-Autosecure-Running-Config

Explanation The configuration of the AutoSecure session could not be applied to the running configuration. The system has reverted back to the running configuration that preceded AutoSecure.

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

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

Error Message

%AUTOSEC-3-CONFSAVE_FAIL: Applying AutoSecure config to running-conf failed with error [dec]

Explanation Configuration of the AutoSecure session could not be applied to the running configuration.

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

Error Message

%AUTOSEC-5-ENABLED: AutoSecure is configured on the device

Explanation Security configuration of the device is done using AutoSecure.

Recommended Action Notification message only. No action required.

Error Message

%AUTOSMARTPORT-5-INSERT: Device %s detected on interface %s, executed %s

Explanation Auto smart ports message generated when a device is detected on a port

Recommended Action No action is required.

Error Message

%AUTOSMARTPORT-5-REMOVE: Device removed from interface %s, executed %s to remove the configuration

Explanation Auto smart ports message when an event to remove auto configuration on a port occurs

Recommended Action No action is required.

Error Message

%AUTOSTATE-3-NO_BOOL: Autostate subsystem: Unable to create watched boolean

Explanation *Unavailable*

Recommended Action *Unavailable*

Error Message

%AUTOSTATE-3-NO_QUEUE: Autostate subsystem: Unable to create watched queue

Explanation *Unavailable*

Recommended Action *Unavailable*

Error Message

%AUTOSTATE-3-NO_SWIDB: ars_hwidb_table_init: Unable to initialize. Possible problem with Gig port: [dec]

Explanation *Unavailable*

Recommended Action *Unavailable*

Error Message

%AUTOSTATE-6-BRING_UP: Taking interface %s out of Autostate mode

Recommended Action .

Error Message

%AUTOSTATE-6-SHUT_DOWN: Putting interface %s into Autostate mode

Recommended Action .

BACKPLANE_BUS_ASIC Messages

Error Message

%BACKPLANE_BUS_ASIC-3-FAILURE_INTR_CFG: Failure to setup the Backplane Bus ASIC device interrupts.

Explanation The line card internal ASIC device initialization was not successful.

Recommended Action The line card internal ASIC could not be initialized. As a result, the device is not operational and has been disabled and the datapath will not be operational. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. .

Error Message

%BACKPLANE_BUS_ASIC-4-DEV_RESET: Backplane Bus Asic reset, interrupt [chars]

Explanation The Backplane Bus Asic in the MSC/FlexWAN-ENH has received a fatal error. The ASIC will be reset and the MSC/FlexWAN-ENH will attempt to continue normal operation.

Recommended Action No action is required if traffic recovers. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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

%BACKPLANE_BUS_ASIC-4-EARL_BUS_SYNC_ERR: Failed to sync Earl bus, Backplane Bus Asic version [dec]

Explanation The Backplane Bus ASIC in the line card failed to synchronize Earl bus.

Recommended Action If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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

%BACKPLANE_BUS_ASIC-4-UNEXPECTED_VERSION: Unexpected Backplane Bus ASIC version.

Explanation The linecard is unable to recognize the version of Hyperion ASIC.

Recommended Action If traffic passes through the line card, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%BACKPLANE_BUS_ASIC-5-BUS_MODE_CHANGE: The System Switching Bus Mode changed to [chars] mode

Explanation The System Switching Bus Interface device has changed switching bus modes.

Recommended Action The Supervisor has instructed this line card to change the mode on the switching bus. No action is required.

Error Message

%BACKPLANE_BUS_ASIC-5-BUS_SEQ_ERR: Constellation bus Sequence Error. Resetting Backplane Bus Asic.

Explanation The switch processor has detected a sequence error on the backplane bus. A reset sequence from the EARL has been called to recover from this error. System traffic should recover and continue normally.

Recommended Action If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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

%BACKPLANE_BUS_ASIC-5-DEV_INIT_FAILURE: The Backplane Bus Asic initialization failed

Explanation The Backplane Bus Asic initialization was not successful.

Recommended Action The Backplane Bus Asic could not be initialized. As a result, this device is not operational and has been disabled. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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

%BACKPLANE_BUS_ASIC-5-DEV_INTR_INFO: [chars]

Explanation This message provides more information about the interrupts from the backplane bus ASIC to the line card CPU.

Recommended Action No action is required if traffic recovers. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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

%BACKPLANE_BUS_ASIC-5-DEV_RESET_INFO: [chars]

Explanation This message provides more information about the interrupts leading to the reset of the backplane bus ASIC.

Recommended Action No action is required if traffic recovers. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. 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

%BACKPLANE_BUS_ASIC-5-MET_TIMEOUT: Backplane Bus Asic MET table access timeout patch invoked

Explanation The linecard experienced an IO-BUS timeout while accessing the MET table. Recovery action taken.

Recommended Action No action is required.

Error Message

%BACKPLANE_BUS_ASIC-5-NULL_DEV_OBJECT: The Backplane Bus Asic device object pointer is set to NULL

Explanation The memory location of the Backplane Bus Asic device object is invalid.

Recommended Action The Backplane Bus ASIC operation is disabled and the device interrupt is now masked.

Error Message

%BACKPLANE_BUS_ASIC-5-UNEXPECTED_ERRMODE: Unexpected Backplane Bus Asic mode.

Explanation The linecard experienced an internal Backplane Bus Asic error condition when operating in flow through mode.

Recommended Action No action is required if traffic recovers. 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show platform hardware hyperion all)

Error Message

%BACKUP_INTERFACE-5-PREEMPT: Preempting interface %s in backup pair (%s, %s), preemption mode is %s

Explanation Preempting the current forwarding interface in the backup interface pair.

Recommended Action No action is required.

Error Message

%BACKUP_INTERFACE-5-VLB_NON_TRUNK: Warning: Flexlink VLB is not allowed on non-trunk ports. Please configure %s to be a trunk port.

Explanation Flexlink VLB detects a non-trunk port.

Recommended Action No action is required.

BAMBAM Messages

Error Message

%BAMBAM-3-INSERT_ERROR: 1 FE/Co-Processor error in slot [dec] because [chars].

Explanation A one-port Fast Ethernet coprocessor was inserted into the system before the system was fully initialized. Some Fast Ethernet coprocessors may not become active, and as a result the RPM may reboot or be marked as failed on the PXM.

Recommended Action Do not install more adapters until the system has been fully initialized.

Error Message

```
%BAMBAM-3-MULTDEV: Cannot support more than [dec] 1 FE/Co-Processors
```

Explanation Too many one-port Fast Ethernet coprocessors were discovered in the system. The one-port Fast Ethernet coprocessor software supports only a single one-port Fast Ethernet coprocessor. All other one-port Fast Ethernet coprocessors that have been installed will be ignored.

Recommended Action Do not install more than the supported number of adapters in the system.

BAP Messages

Error Message

```
%BAP-4-NOSTATE: %s %s %s in illegal state %d
```

Explanation An internal software error occurred.

Recommended Action Call your technical support representative and report the error message, the system version, and the router configuration. (Use the show version command to obtain the software version.)

Error Message

```
%BAP-4-WAVL: Failed to initialize AVL tree, BAP not started
```

Explanation BAP will not be operational and will not be negotiated.

Recommended Action Call your technical support representative and report the error message, the system version, and the router configuration. (Use the show version command to obtain the software version.)

BARIUM Messages

Error Message

```
%BARIUM-3-ERRINTR: Barium error interrupt detected intr_status=[hex].
```

Explanation The software detected an error in Barium.

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

%BARIUM-3-NOTBARIUM: Slot [dec] device ID seen as [hex], expected [hex]

Explanation The software could not recognize the barium chips.

Recommended Action Power down, reseal the interface card, and reboot. 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. 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

%BARIUM-3-OWNERR: [chars] packet buffer, Buffer ownership error, pak=[hex].

Explanation The software detected an error in descriptor ownership.

Recommended Action Replace the defective board.

Error Message

%BARIUM-3-TOOBIG: BARIUM packet buffer size=[hex].

Explanation The software detected an oversize packet.

Recommended Action No action is required.

BAT Messages

Error Message

%BAT-1-INITSYS: [chars]

Explanation The system failed to create an environmental monitor process. The most likely cause of this condition is a lack of system memory.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further 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 you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%BAT-3-BAT_LOW: Battery voltage is Low

Explanation The system has detected a battery that has a low-voltage condition. This condition was most likely caused by either a battery that is not maintaining its voltage consistently or a loose or broken connection from the AC voltage power supply to the battery backup unit.

Recommended Action Replace the battery or connect the AC voltage power supply to the battery backup unit.

Error Message

%BAT-3-BAT_OK: Battery voltage is now normal.

Explanation The system previously detected a low-battery condition that has been corrected and cleared. This condition was most likely caused by either a battery that is not maintaining its voltage or a loose or broken connection to the battery backup unit.

Recommended Action No action is required.

Error Message

%BAT-3-DCOUTPUTVOLTFAIL: System detected Power System DC FAIL condition.

Explanation The power system has experienced a DC failure. One of the DC outputs has failed on the power supply.

Recommended Action Identify the DC output that has failed. Most likely, the power supply will require replacement.

Error Message

%BAT-3-DCOUTPUTVOLTOK: Power System DC condition is now normal

Explanation The power system DC condition is now normal. Ensure that the AC circuit in your building is operational, verify that the power cord is plugged both into the wall and the power supply, and ensure that the AC power switch on the power supply is set to On.

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

Error Message

%BAT-3-ERROR: Wrong value for battery state

Explanation The system has detected an invalid value for the state of the battery.

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

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

Error Message

```
%BAT-3-INPUTVOLTFAIL: System detected Power System AC FAIL condition.
```

Explanation The power system has experienced an AC failure. One of the AC inputs has failed on the power supply.

Recommended Action Ensure that the AC circuit in your building is operational, verify that the power cord is plugged both into the wall and the power supply, and ensure that the AC power switch on the power supply is set to On.

Error Message

```
%BAT-3-INPUTVOLTOK: Power System AC condition is now normal
```

Explanation The power system AC has recovered from a previous failure and is now operational.

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

Error Message

```
%BAT-3-OVERTEMP: System detected Power System THERMAL FAIL condition.
```

Explanation The power system has experienced an over-temperature condition. This condition was most likely caused by a high ambient temperature in the area in which the router is located.

Recommended Action Ensure that the room temperature is not too high and that air flow to the router is not blocked. If this condition persists, the power supply might be shut down. For further assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%BAT-3-OVERTEMP_OK: System temperature is now normal.
```

Explanation The system is now operating at a normal temperature. The system previously detected a too-high temperature condition that has now cleared. This condition was most likely caused by a high ambient temperature in the area in which the router is located.

Recommended Action No action is required.

BCM Messages

The following are BCM controller messages.

Error Message

%BCM-4-COR_ECC_HIGH: High correctable ECC error rate detected L2 cache data errors = [dec] L2 cache tag errors = [dec] Memory data errors = [dec]

Explanation A high rate of soft-parity errors in system memory has been detected. Normal system operation may be affected.

Recommended Action If there is a regular or sustained occurrence of this message, reseal the memory or replace the memory with memory that is known to be operational.

Error Message

%BCM-4-ECC_L2CACHE: Corrected ECC from L2 cache

Explanation A soft-parity error from the Layer 2 cache has been detected and corrected. Normal system operation should continue.

Recommended Action If 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. 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

%BCM-4-ECC_MEMORY: Corrected ECC from memory

Explanation A soft-parity error from the memory has been detected and corrected. Normal system operation should continue.

Recommended Action If 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. 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

%BCM3220-1-INITFAIL: msgtxt_initfail

Explanation The hardware failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

%BCM3220-3-BADUNIT: msgtxt_badunit

Explanation An internal software error occurred.

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

Error Message

%BCM3220-3-OWNERR: msgtxt_owerror

Explanation An Ethernet interface is malfunctioning, or an internal software error occurred.

Recommended Action Repair or replace the controller.

Error Message

%BCM3220-3-TXERR: CM trasmission error occurred.

Recommended Action .

Error Message

%BCM56xx-0-PANIC: [chars]

Explanation An unrecoverable internal panic error has occurred in the BCM56xx control layer.

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.

Error Message

%BCM56xx-1-ALERT: [chars]

Explanation A condition that should be corrected immediately in the BCM56xx control layer, such as a corrupted switching information base, has occurred.

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.

Error Message

%BCM56xx-2-CRITICAL: [chars]

Explanation A critical condition affecting the BCM56xx control layer, such as a hardware device error, has occurred.

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.

Error Message

%BCM56xx-3-ERROR: [chars]

Explanation A general error affecting the BCM56xx control layer has occurred.

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.

Error Message

%BCM56xx-4-WARNING: [chars]

Explanation This warning message points to the BCM56xx control layer.

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.

Error Message

%BCM56xx-5-NOTICE: [chars]

Explanation This message provides information regarding an error in the BCM56xx control layer.

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.

Error Message

%BCM56xx-6-INFO: [chars]

Explanation This is an informational message regarding the BCM56xx control layer.

Recommended Action No action is required.

Error Message

%BCM5703-1-INITFAIL: NM slot [dec]: PCI device [dec] initialization failed

Explanation The specified BCM5703 network interface card has failed to initialize.

Recommended Action Power down the system, reseal the interface card, and reboot the system. 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%BCM5703-1-NOT5703: NM slot [dec]: PCI device ID seen as [hex], expected [hex]
```

Explanation The software could not recognize the BCM5703 network interface card.

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

Error Message

```
%BCM5703-3-BUSY: NM slot [dec]: BCM5703 not responding
```

Explanation The BCM5703 network interface card is not responding to commands.

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

Error Message

```
%BCM5703-3-INVALID_JUMBO_FRAME_SIZE: [dec]
```

Explanation An invalid jumbo frame size 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/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%BCM5703-3-PHYBUSY: NM slot [dec]: BCM5703 PHY not responding to [chars]
```

Explanation The PHY device on the BCM5703 network interface card is not responding.

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

Error Message

```
%BCM5703-3-RBD_ERROR: Interface [chars]: BCM5703 unexpected RBD error
```

Explanation The BCM5703 network interface card driver did not encounter an EOF flag in the Rx buffer descriptor (RBD) ring.

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

Error Message

```
%BCM5703-3-SMBUS_ERROR: [chars]
```

Explanation An error has occurred in the I2C/SMBUS transaction.

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

Error Message

%BCM5703-3-UNEXPECTEDINTR: NM slot [dec]: Unexpected BCM5703 [chars] interrupt

Explanation The BCM5703 network interface card issued an unexpected interrupt.

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

BCM_GEWAN Messages

Error Message

%BCM_GEWAN-1-GT_MCSC_FAIL: GT96124 : MCSC/MCDMA Initialization failed

Explanation MCSC/MCDMA initialization failed. The chip will not support 128 channels of E1T1.

Recommended Action Reboot the router and see if this message recurs. If it does, contact TAC to RMA the router.

Error Message

%BCM_GEWAN-1-GT_PCI_FAIL: GT 96124 PCI Initialization Failed.

Explanation The PCI serial controller for WAN interfaces that is installed on the router motherboard could not be initialized.

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

```
%BCM_GEWAN-1-GT_REV_FAIL: GT96124 : Incorrect revision of the chip.Expected [hex]  
Obtained [hex]
```

Explanation This revision of the chip does not support 128 channels of E1T1.

Recommended Action Reboot the router and see if this message recurs. If it does, contact TAC to RMA the router

Error Message

```
%BCM_GEWAN-1-VWIC_HW_FAIL: GT96k Motherboard WAN Hardware initialization failed
```

Explanation The timer library for the GT95K motherboard could not be initialized.

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

```
%BCM_GEWAN-3-GT_VEND_FAIL: GT 96124 : Vendor id - expected [hex] obtained [hex]
```

Explanation The component has an incorrect revision number, or an incorrect component has been installed.

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

```
%BCM_GEWAN-3-SNMP_REG_FAIL: [chars] SNMP high capacity counter register failed
```

Explanation The SNMP high counter component could not be registered.

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

Error Message

```
%BCM_GEWAN-3-VWIC_INIT_FAIL: GT96k Motherboard WAN card initialization failed
```

Explanation One or more of the WAN cards that are installed on the motherboard could not be initialized.

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

BDOMAIN Messages

The following are EVC Bridge Domain subsystem messages.

Error Message

```
%BDOMAIN-3-MACSEC_BE_INIT_FAIL: Bridge-domain MAC Security back-end subsystem did not initialize correctly (Reason: [chars]).
```

Explanation An internal software error has occurred.

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

Error Message

%BDOMAIN-3-MAT_BE_INIT_FAIL: Bridge-domain MAC Table back-end subsystem did not initialize correctly (Reason: [chars]).

Explanation An internal software error has occurred.

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

Error Message

%BDOMAIN-3-PP_VFI_CFG_FAIL: Unable to add this neighbor to the target bridge-domain (Reason: [chars]). As a result, neighbor configuration sub-mode cannot be entered.

Explanation An internal software error has occurred.

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

Error Message

%BDOMAIN-3-STAMAC_BE_INIT_FAIL: Bridge-domain Static MAC back-end subsystem did not initialize correctly (Reason: [chars]).

Explanation An internal software error has occurred.

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

Error Message

%BDOMAIN-3-STAMAC_SSP_SSO_STAMAC_CFG_FAIL: Standby-SP cannot configure Static MAC to back-end subsystem after reaching SSO mode (Reason: [chars]).

Explanation An internal software error has occurred.

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

BDOMAIN_BE_SW messages

The following are the BDOMAIN_BE_SW messages.

Error Message

%BDOMAIN_BE_SW-3-PORT_MACS_NOT_ZERO: The port [chars] is being removed while MAC entries still exist

Explanation The specified port is being removed before all the learned MAC entries have been removed.

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

Error Message

%BDOMAIN_BE_SW-3-REM_MAC_ENTRY_FAILED: Unable to remove MAC entry [enet] in bridge-domain [dec]

Explanation The bridge-domain failed to remove the learned MAC address entry from its database.

Recommended Action If the error persists, reload the router.

Error Message

%BDOMAIN-3-MAT_BE_DEL_FAIL: Bridge-domain back-end subsystem failed to delete BD [int] MAC Table entry [chars] (Reason: [chars]).

Explanation An internal software error occurred.

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

%BDOMAIN_BE_SW-4-PORT_MAX_MAC_ENTRIES: The port [chars] has reached the maximum number of learned MAC entries [dec]

Explanation The specified port has reached the maximum limit of learned MAC entries. The port will not learn more until some of the entries are removed. This might have happen when the entries age out. If this error persists, it may indicate that there are too many nodes on the specified port, or that the age out timer is too long.

Recommended Action The MAC entries will be removed by the system as they age out. No action is required.

Error Message

%BEEP-3-SESSION_ERR: %s at %s:%d

Explanation The BEEP subsystem had an error and may stop running.

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

Error Message

%BEEP-3-SLOG_LINE: %s %s

Explanation This is an internal BEEP library error message.

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

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%BEEP-3-SLOG_LINE_TB: %s %s
```

Explanation This is an internal BEEP library error message.

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

BERT Messages

The following are Bit Error Rate Tester messages.

Error Message

```
%BERT-3-BERT_ALREADY_TEST: A BERT is already running
```

Recommended Action .

Error Message

```
%BERT-3-BERT_BAD_INTERFACE: Interface %d is down, BERT cannot be executed on this interface
```

Recommended Action .

Error Message

```
%BERT-3-BERT_INVPROFILE: The Profile %d is not Valid
```

Recommended Action .

Error Message

```
%BERT-3-BERT_INVPROFILE_CHANGE: Profile %d, currently under test, cannot modify
```

Recommended Action %BERT-3-BERT_NO_CONT: Controller %d does not exist

Error Message

%BERT-3-BERT_NO_CONT: Controller [dec] does not exist

Explanation The controller specified under the command does not exist.

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

Error Message

%BERT-6-BERT_FINISH_TIMESLOTS: Finished Generation of Data for timeslots %d to %d on interface %d using profile %d

Recommended Action .

Error Message

%BERT-6-BERT_RESULTS: %s

Recommended Action .

Error Message

%BERT-6-BERT_START: Starting BERT on Interface %d with Profile %s

Recommended Action .

Error Message

%BERT-6-BERT_TIMESLOTS: No Results will be generated for this Test

Recommended Action .

Error Message

%BFD-3-BUFPOOL: Creation of BFD Private Buffer Pool failed

Explanation could not create private buffer pool

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%BFD-3-CHUNK: Chunk malloc failure - %s - 0x%X
```

Explanation chunk malloc failure

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

Error Message

```
%BFD-3-CHUNK_DESTROY: Unable to destroy %s
```

Explanation chunk destroy failure

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

Error Message

```
%BFD-3-IF_IN_USE: Interface %s(%d) already in use
```

Explanation interface number is already in use

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

Error Message

%BFD-3-IF_NO_CLEAN: Could not free bfd idb array - still in use

Explanation bfd idbs are still in use

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

Error Message

%BFD-3-ILL_IF: Illegal interface %d%s

Explanation interface number is out of range for platform

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

Error Message

%BFD-3-INVQLEM: Invalid queue element - %s

Explanation invalid queue element

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

Error Message

%BFD-3-INVVER: Invalid version type

Explanation invalid version type

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%BFD-3-NOCLIENT: Client not found
```

Explanation client does not exist in client list

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

Error Message

```
%BFD-3-NOIOUPROC: Failed to create BFD IOU Process
```

Explanation IOU process failed to start

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

Error Message

```
%BFD-3-NOKADIS: Failed to start Kadis. Status %d
```

Explanation kadis failed to start

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

Error Message

%BFD-3-NOKADIS_TICK: Failed to get kadis timer tick to start kadis timer.

Explanation kadis failed to get timer tick

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

Error Message

%BFD-3-NOPPPROC: Failed to create BFD PP Process

Explanation pseudo-preemptive process failed to start

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

Error Message

%BFD-3-NO_TYPE: Neighbor address type not specified as ADDR_IP(%d), %d

Explanation client called bfd_neighbor with uninitialized addrtype

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

Error Message

%BFD-3-NULLDISC: Invalid Discriminator 0x%X, state %d

Explanation bad discriminator value

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%BFD-3-PACKET: bfd_pak_coalesce - %s failed
```

Explanation could not obtain or coalesce packet buffer

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

Error Message

```
%BFD-3-SWIDB: Failed to create BFD swidb subblock for interface %s
```

Explanation could not create idb subblock

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

Error Message

```
%BFD-3-WAVL_DELETE_FAIL: Failed deleting node %x from wavl tree thread %d
```

Explanation wavl delete failed to a thread.

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

Error Message

%BFD-3-WAVL_INIT_FAIL: Failed initializing wavl tree.

Explanation wavl_init failed.

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

Error Message

%BFD-3-WAVL_INSERT_FAIL: Failed inserting node %x to wavl tree thread %d

Explanation wavl insert failed to a thread.

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

Error Message

%BFD-3-WAVL_TREE: Failed to malloc space for wavl tree.

Explanation wavl tree malloc failed.

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

Error Message

%BFD-6-MAX_DESCR: BFD discriminators exhausted. No more sessions can be created.

Explanation Max. discriminators assigned

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%BFD-6-MAX_SESSION: Maximum session creation limit %d reached.

Explanation Max. sessions created

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

Error Message

%BFD-3-INVEVENT: Invalid event_id 0x%X

Explanation state machine invalid event

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

Error Message

%BFD-3-INVSTATE: Invalid current state 0x%X

Explanation state machine invalid state

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

Error Message

```
%BFDFSM-3-INVTRANS: obj: [0x%08X] event_id: [0x%08X] er_p: [0x%08X] arg: [0x%08X]
session state %s - %s
```

Explanation state machine invalid transition

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

Error Message

```
%BFDFSM-3-NOEVENT: Unable to apply event 0x%08X
```

Explanation state machine transition failure

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

Error Message

```
%BFDFSM-3-NULLMACH: Invalid machine pointer 0x%X
```

Explanation state machine invalid pointer

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

Error Message

%BFD_HA-2-CF: %s%d

Explanation CF related 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 gathered information.

Error Message

%BFD_HA-2-RESOURCE: %s

Explanation System resource error occurred

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

Error Message

%BFD_HA-2-RF: %s%d

Explanation RF related 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 gathered information.

Error Message

%BFD_HA-3-DELSESS: %s%d

Explanation Delete session related 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 gathered information.

Error Message

```
%BFD_ISSU-2-GET_BUFFER: BFD ISSU client failed to get buffer for message. Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show logging and show checkpoint client)

Error Message

```
%BFD_ISSU-2-INIT: BFD ISSU client initialization failed to %s. Error: %d (%s)
```

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

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

Error Message

```
%BFD_ISSU-2-SEND_NEGO_FAILED: BFD ISSU client failed to send negotiation message.
Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show logging and show checkpoint client)

```
%BFD_ISSU-2-SESSION_NEGO: BFD ISSU client encountered unexpected client nego_done.
Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issu negotiated capability)

Error Message

```
%BFD_ISSU-2-SESSION_REGISTRY: BFD ISSU client failed to register session
information. Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-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. Attach the following

information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

```
%BFD_ISSU-3-INVALID_SESSION: BFD ISSU client does not have a valid registered session.
```

Explanation The BFD ISSU client does not have a valid registered session.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

```
%BFD_ISSU-3-MSG_SIZE: BFD ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu message group and show issu session and show issu negotiated version)

Error Message

```
%BFD_ISSU-3-SESSION_UNREGISTRY: BFD ISSU client failed to unregister session information. Error: %d (%s)
```

Explanation The BFD ISSU client failed 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/cisco/web/support/index.html>. With some messages, these tools and utilities

will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issunegotiated capability)

Error Message

```
%BFD_ISSU-3-TRANSFORM_FAIL: bfd ISSU client %s transform failed for message %d'.  
Error: %d (%s)
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show issu session and show issu negotiated version)

Error Message

```
%BFD_SCALE-6-INSUFFICIENT_RESOURCES: Configuration not changed, exceeds maximum  
resource limit.
```

Explanation can not get additional resources

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

Error Message

%BFD_SCALE-6-RESOURCES_EXHAUSTED: BFD adjacency can not be created due to resource limitation.

Explanation resources used up to create adjacency

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

Error Message

%BFD_TEST-3-BAD_ADDR_TYPE: Invalid address type %d

Explanation invalid address type

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

Error Message

%BFD_TEST-3-BAD_TYPE: Invalid session type %d

Explanation invalid session 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 gathered information.

Error Message

%BFD_TEST-3-RESOURCE: Cannot add BFD TEST as RF client

Explanation RF client id 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 gathered information.

Error Message

%BFD_TEST-3-RF_INIT_FAIL: Failed initializing Redundnacy Facility for BFD stub client.

Explanation stub RF init failed.

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

Error Message

%BFD_TEST-3-WAVL_INIT_FAIL: Failed initializing wavl tree.

Explanation wavl_init failed.

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

Error Message

```
%BFD_TEST-3-WAVL_INSERT_FAIL_IPV4: Failed inserting neighbor address %30i to wavl tree thread %d
```

Explanation wavl insert failed for ipv4.

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

Error Message

```
%BFD_TEST-3-WAVL_INSERT_FAIL_IPV6: Failed inserting neighbor address %30P to wavl tree thread %d
```

Explanation wavl insert failed for ipv6.

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

Error Message

```
%BFD_TEST-3-WAVL_TREE: Failed to malloc space for wavl tree.
```

Explanation wavl tree malloc failed.

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

Error Message

%BFD_TEST-3-WAVL_WALK_FAIL: wavl_walk failed while walking wavl tree thread %d
interface %d

Explanation wavl walk of a thread 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 gathered information.

BGP Messages

Error Message

%BGP-2-INSUFMEM: Insufficient memory for %s entry**Explanation** The requested operation could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%BGP-2-INSUFMEM: Insufficient memory for %s entry

Explanation The requested operation could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%BGP-3-ADDPATH: Number of paths per prefix exceeded allowed maximum of [dec]

Explanation The number of paths per prefix has exceeded the maximum that is allowed. The maximum number of prefixes is specified in the message text. This condition indicates that BGP is receiving the same prefix from too many neighbors.

Recommended Action Attempt to restrict the number of neighbors that are sending the same prefix. You can restrict the number of neighbors advertising the same prefix by having robust inbound filters.

Error Message

%BGP-3-ADDRROUTE: Unable to add route for %s to radix trie

Explanation An addition to the radix trie could not be completed because of an error.

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

Error Message

%BGP-3-ADDRROUTE: Unable to add route for %s to radix trie

Explanation An addition to the radix trie could not be completed because of an error.

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

Error Message

%BGP-3-BADMASK: Attempt to install route for %i without valid mask in %s

Explanation A route can not be installed without a valid mask.

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

Error Message

%BGP-3-BADMASK: Attempt to install route for %i without valid mask 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 gathered information.

Error Message

%BGP-3-BADROUTEMAP: Bad parameters in the route-map %s applied for %s

Explanation The route map contains parameters that are incompatible with the intended operation.

Recommended Action Correct the route-map definition.

Error Message

%BGP-3-BADROUTEMAP: Bad parameters in the route-map %s applied for %s

Explanation This means the route-map should be changed

Recommended Action Correct the route-map %BGP-3-BGP_INCONSISTENT: %s Inconsistent %s

Explanation Inconsistency in the data structures

Recommended Action This is a rare situation and is a result of internal problem.

Error Message

%BGP-3-BGP_INCONSISTENT: %s Inconsistent %s **Explanation** An inconsistency in the data structures 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.

Error Message

%BGP-3-BGP_INCONSISTENT: [chars] Inconsistent [chars]

Explanation An inconsistency has occurred in the data structures. This is a rare situation and is a result of internal problem.

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.

Error Message

`%BGP-3-BGP_NO_REMOTE_READ: %s connection timed out - has not accepted a message from us for %ums (hold time), %u messages pending transmission.` **Explanation** The BGP failed to send an update message to the neighbor for longer than the interval specified in the hold timer. A hold timer expiry notification is being sent and the session will be reset. This message appears only if the **log-neighbor-changes** command is configured for the BGP 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.

Error Message

`%BGP-3-DELPATH: Attempted to delete path from an empty net for %s` **Explanation** An attempt to delete a BGP path 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.

Error Message

`%BGP-3-DELPATH: Attempted to delete path from an empty net for %s`

Explanation A BGP path could not be deleted because of an error.

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

Error Message

`%BGP-3-DELRROUTE: Unable to remove route for %s from radix trie` **Explanation** An attempt to delete a radix trie 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.

Error Message

%BGP-3-DELRROUTE: Unable to remove route for %s from radix trie

Explanation A deletion from the radix trie could not be completed because of an error.

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

Error Message

%BGP-3-INSUFCHUNKS: Insufficient chunk pools for %s, requested size %d

Explanation The static chunk pools size is not defined 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 that you have gathered.

Error Message

%BGP-3-INSUFCHUNKS: Insufficient chunk pools for %s, requested size %d

Explanation The static chunk pools size are not correct.

Recommended Action Collect chunk and bgp summary. This is an internal software issue

Error Message

%BGP-3-INVALID_MPLS: Invalid MPLS label (%d) received in update for prefix %s from %s

Explanation There is an invalid MPLS label in the BGP message.

Recommended Action Check the configuration of the remote server.

Error Message

%BGP-3-INVALID_MPLS: Invalid MPLS label (%d) received in update for prefix %s from %s

Explanation Invalid MPLS label found in the BGP message

Recommended Action This indicates that there is some problem on the remote router

Error Message

%BGP-3-MARTIAN_IP: %s Martian prefix %s in %s

Explanation The remote server, which is the originator of the route, has injected the route into BGP.

Recommended Action Check the configuration of the remote server.

Error Message

%BGP-3-MARTIAN_IP: %s Martian prefix %s in %s

Explanation Martian prefix found in the BGP message.

Recommended Action This indicates that there is some problem on the remote router

Error Message

%BGP-3-MAXPATHS: Too many parallel paths for [IP_address][IP_netmask], maximum is [dec]

Explanation The number of parallel paths has exceeded the configured limit.

Recommended Action Increase the number of parallel paths allowed.

Error Message

%BGP-3-MAXPFEXCEED: Number of prefixes received from %s%s%s (afi %d): %d exceeds limit %d

Explanation The number of prefixes received from a neighbor exceeds the configured limit.

Recommended Action Check the number of prefixes received from the neighbor and determine if the limit should be increased.

Error Message

%BGP-3-MAXPFEXCEED: No. of prefix received from %s%s%s (afi %d): %d exceed limit %d

Explanation Number of prefixes received from a neighbor exceeds configured limit

Recommended Action Check the number prefixes received from the neighbor and verify if the limit should be increased.

Error Message

%BGP-3-NEGCOUNTER: Prefix-accepted counter negative for peer %s, prefix %s

Explanation The counter value for accepted prefixes is less than zero, which is an illegal value. This indicates an internal software error.

Recommended Action Reset the session.

Error Message

%BGP-3-NEGCOUNTER: Prefix-accepted counter negative for peer %s, prefix %s

Explanation The counter value for accepted prefixes is wrong and less than zero

Recommended Action This is a rare situation and is a result of internal problem. Reset the session to correct it.

Error Message

%BGP-3-NOBITFIELD: Could not allocate bitfield. Cannot open session to %s

Explanation The allocation of a neighbor index for a neighbor has failed because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%BGP-3-NOBITFIELD: Could not allocate bitfield. Cannot open session to %s

Explanation The allocation of neighbor index for this neighbor has failed because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%BGP-3-NOTIFICATION: %s neighbor %s %d/%d (%s) %d bytes %s **Explanation** An error condition has been detected in the BGP session. A notification is being sent or received and the session will be reset. This message appears only if the log-neighbor-changes command is configured for the BGP process.

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

Error Message

%BGP-3-NOTIFICATION: %s neighbor %s %d/%d (%s) %d bytes %s

Explanation An error condition has been detected in the BGP session. A NOTIFICATION is being sent/received and the session will be reset. This message appears only if the log-neighbor-changes command is configured for the BGP process.

Recommended Action This message represents an error in the session and its origin should be investigated. If the error is reported periodically, copy it exactly as it appears and report it to your technical support representative.

Error Message

%BGP-3-ORF_PFXLIST: Received misformatted prefixlist ORF from %s
Explanation The received prefix list ORF is misformatted.

Recommended Action Check the prefix list ORF implementation on the neighboring router.

Error Message

%BGP-3-ORF_PFXLIST: Received misformatted prefixlist ORF from %s

Explanation The received prefixlist ORF is misformatted.

Recommended Action Check the prefixlist ORF implementation on the neighboring router.

Error Message

%BGP-3-RADIXINIT: Radix trie initialization failed
Explanation Initialization of the radix trie 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

%BGP-3-RADIXINIT: Radix trie initialization failed

Explanation Initialization of the radix tree could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%BGP-4-AFIMPORT: %s prefixes imported to %s vrf reached the limit %d

Explanation The number of prefixes imported from an address family to a VRF has reached the configured limit.

Recommended Action Check the number of imported prefixes from the address family and verify if the limit should be increased or the **ip vrf import route-map** command is configured incorrectly.

Error Message

%BGP-4-AFIMPORT: %s prefixes imported to %s vrf reached the limit %d

Explanation Number of prefixes imported from other address-family to a vrf reached configured limit

Recommended Action Check the number of imported prefixes from the address-family and verify if the limit should be increased or the ip vrf import route-map is configured correctly.

Error Message

%BGP-4-ATTRNULL: A NULL attribute has been assigned to a path
Explanation The path was incorrectly assigned a value of NULL instead of a valid attribute.

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

Error Message

%BGP-4-ATTRNULL: A NULL attribute has been assigned to a path

Explanation The path should have been assigned a valid attribute but was incorrectly assigned a value of 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 gathered information.

Error Message

%BGP-4-BFD_NOT_ONEHOP: BFD is supported for single hop neighbors. %s is not single hop neighbor
Explanation BFD is not enabled because the configured neighbor is not a single hop. BFD is supported only for single hop neighbors.

Recommended Action Unconfigure BFD from BGP.

Error Message

%BGP-4-BFD_NOT_ONEHOP: BFD is supported for single hop neighbors. %s is not single hop neighbor

Explanation BFD is supported for single hop neighbors. The configured neighbor is not a single hop, hence BFD is not enabled

Recommended Action Deconfigure BFD from BGP as multihop neighbors are not supported in BFD

Error Message

%BGP-4-BGP_RF_REG_FAILED: BGP failed to register with the redundancy facility.

Explanation BGP failed to register with the redundancy facility. If this happens, stateful switchover for BGP will not work because BGP will not be able to sync any data from the active RP to the standby RP.

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

Error Message

%BGP-4-BGP_RF_REG_FAILED: BGP failed to register with the redundancy facility.

Explanation BGP failed to register with the redundancy facility. If this happens, stateful switchover for BGP will not work because BGP will not be able to synchronize any data from the active RP to the standby RP.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <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 at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. BUNDLES Messages

Recommended Action The following are bundles messages.

Error Message

%BGP-4-INCORRECT_TTL: Discarded message with TTL [dec] from [chars]

Explanation A BGP message was received that contained a TTL value that is not within the acceptable configuration parameters.

Recommended Action If you consider the message to be valid, modify the TTL security configuration to an appropriate value. Otherwise, this message could be coming from a spurious source. If you determine that this message is coming from a spurious source, locate and block the source of the messages.

Error Message

%BGP-4-MAXPFX: Number of prefixes received from %s%s%s (afi %d) reaches %d, max %d

Explanation The number of prefixes received from a neighbor has reached the warning limit.

Recommended Action Check the number of prefixes received from the neighbor and determine if the limit should be increased.

Error Message

%BGP-4-MAXPFX: No. of prefix received from %s%s%s (afi %d) reaches %d, max %d

Explanation Number of prefixes received from a neighbor reaches warning limit

Recommended Action Check the number prefixes received from the neighbor and verify if the limit should be increased.

Error Message

%BGP-4-MAX_EXTCOMM_EXCEED: Exceeded limit of %d extended communities per advertised prefix
Explanation An attempt was made to advertise a prefix with an extended community attribute containing more extended communities than the allowed limit.

Recommended Action Reduce the configured number of route targets or other extended communities that will be added to prefix advertisements so that the limit is not exceeded.

Error Message

%BGP-4-MAX_EXTCOMM_EXCEED: Exceeded limit of %d extended communities per advertised prefix

Explanation An attempt was made to advertise a prefix with an extended community attribute containing more extended communities than the allowed limit.

Recommended Action Reduce the configured number of Route Targets or other extended communities that will be added to prefix advertisements so that the limit is not exceeded

Error Message

%BGP-4-MSGDUMP: unsupported or mal-formatted message received from %s: %s

Explanation The remote BGP peer has sent in an unsupported or a malformed 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.

Error Message

%BGP-4-NBRTRACK: Route Tracking failed on memory. Neighbor tracking for route-fall-over will stop

Explanation The route tracking system failed to allocate sufficient memory for the route failover application. The neighbor route fall-over application has been deconfigured and will stop tracking neighbor routes. Memory used for the neighbor route fall-over application has been deallocated.

Recommended Action If you determine that the system is stable, reconfigure the neighbor route failover application. If you get this message, neighbor route failover has been deconfigured.

Error Message

%BGP-4-NBRTRACK: Route Tracking failed on memory. Neighbor tracking for route-fall-over will stop

Explanation Route tracking system failed to allocate memory. Neighbor route fall-over will stop tracking neighbor routes.

Recommended Action Route tracking system failed to allocate memory. Neighbor route fall-over will stop tracking neighbor routes so that it can give away some memory. If you think system is stable then reconfigure neighbor route fall-over. If you get this message, neighbor route-falover has been deconfigured.

Error Message

%BGP-4-NORTRID: BGP could not pick a router-id. Please configure manually.

Explanation The BGP router ID has not been manually configured and BGP is unable to allocate a router ID from the IPv4 address of one of its interfaces.

Recommended Action Make sure that there is at least one interface that is up and has a valid IPv4 address, or configure the router ID manually.

Error Message

%BGP-4-NORTRID: BGP could not pick a router-id. Please configure manually.

Explanation BGP router-id has not been manually configured and BGP is unable to allocate a router ID from the IPv4 address of one of its interfaces.

Recommended Action Make sure that there is at least one interface that is up and has a valid IPv4 address, or configure the router-id manually.

Error Message

%BGP-4-RIDSYNC: BGP routes are redistributed to OSPF. For synchronization to work, you must manually configure the BGP router-id to be the same as the OSPF router-id.

Explanation For synchronization to work, BGP router ID must be the same as the OSPF router ID at all times when the router is up.

Recommended Action If synchronization is turned on between instances of OSPF and BGP, make sure to manually configure a BGP router ID that is identical to the router ID of the particular OSPF instance.

Error Message

%BGP-4-RIDSYNC: BGP routes are redistributed to OSPF. For synchronization to work, you must manually configure the BGP router-id to be the same as the OSPF router-id.

Explanation For synchronization to work, BGP router-id must be the same as the OSPF router-id at all times that the router is up.

Recommended Action If synchronization is turned on between one instance of OSPF and BGP, make sure to manually configure a BGP router-id which is identical to the one of that particular OSPF instance.

Error Message

%BGP-4-VPNV4NH_IF: Nexthop [IP_address] may not be reachable from neighbor [chars]
- not a loopback

Explanation The label for the next-hop address may be removed in the MPLS cloud one hop before the label should be removed. Packets with a BGP label might not be forwarded because provider routers do not have VPN information. This error could break connectivity between VPN sites.

Recommended Action Use loopback interfaces as the next hops for VPNv4 IBGP neighbors.

Error Message

%BGP-4-VPNV4NH_MASK: Nexthop %i may not be reachable from neighbor %s - not /32 mask

Explanation The router has sent a VPN4 route to an IBGP neighbor. The next-hop address is a loopback interface that does not have a /32 mask defined. In addition, the router uses an OSPF on this loopback, and the OSPF network type of this interface is loopback. OSPF advertises this address

as a host route (with mask /32) regardless of what mask is configured. This conflicts with the Tag Distribution Protocol (TDP), which uses configured masks, so the TDP neighbors may not receive a tag for this route. As a result, connectivity could be lost between sites that belong to the same VPN.

Recommended Action Configure the loopback used as the next hop with a 32-bit IP host mask (/32), or configure the **ip ospf network point-to-point** command on this loopback.

Error Message

%BGP-4-VPNv4NH_MASK: Nexthop %i may not be reachable from neighbor %s - not /32 mask

Explanation We are sending a vpnv4 route to this IBGP neighbor, the nexthop address is our loopback which does not have /32 mask, we are using OSPF on this loopback, and the OSPF network type of this interface is LOOPBACK. OSPF advertizes this address as a host route (with mask /32), regardless what mask is configured. This conflicts with TDP, which uses configured masks, so our TDP neighbors may not receive a tag for this route. This could break connectivity between sites that belong to the same VPN.

Recommended Action Configure the loopback used as the next hop with ip host mask (/32), or configure ip ospf network point-to-point on this loopback

Error Message

%BGP-4-VPN_NH_IF: Nexthop %s may not be reachable from neighbor %s - not a loopback

Explanation The router sends a VPN route to an IBGP neighbor. The next hop of the VPN route is one of the directly connected physical interfaces of the router. Such configuration exposes the VPNs served by the PE router to a single point of failure due to interface down event. This happens also in the cases where the PE would have redundant IGP connectivity. Since the P routers do not have VPN information, they do not know where to forward packets with the BGP label. As a result, connectivity could be lost between VPN sites.

Recommended Action Use loopback interfaces as the next hops for VPN IBGP neighbors.

Error Message

%BGP-4-VPN_NH_IF: Nexthop %s may not be reachable from neighbor %s - not a loopback

Explanation We are sending a vpn route to this IBGP neighbor, and the nexthop is one of our directly connected physical interfaces. The label for the next hop address may be removed in the MPLS cloud one hop soon. Since the P routers don't have VPN information, they don't know where to forward packets with the BGP label. This could break connectivity between VPN sites.

Recommended Action Use loopback interfaces as the nexthops for vpn IBGP neighbors.

Error Message

`%BGP-5-ADJCHANGE: neighbor %s%s%s%s %s`**Explanation** A BGP neighbor has either come up or gone down as indicated in the message. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

Recommended Action This informational message normally appears as routers and BGP neighbors go up or down. However, unexpected neighbor loss might indicate high error rates or high packet loss in the network and should be investigated.

Error Message

`%BGP-5-ADJCHANGE: neighbor %s%s%s%s %s`

Explanation A BGP neighbor has either come up or gone down. The message describes the change for it. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

Recommended Action This informational message normally appears as routers and BGP neighbors go up or down. However, unexpected neighbor loss might indicate high error rates or high packet loss in the network and should be investigated.

Error Message

`%BGP-5-BGP_MAX_MSG_LIMIT: BGP failed to send update message because the message size reached bgp maximum message size 4096.`**Explanation** BGP failed to send an update message because the message size reached the BGP's maximum, which is 4096 octets.

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

Error Message

`%BGP-5-DAMPENING_DECAY_TIME: Decay time from maximum penalty to suppress penalty is %d secs. Maximum penalty: %d, suppress penalty: %d`**Explanation** The configured dampening parameters may not be feasible. The time window between maximum penalty and suppress penalty may be low.

Recommended Action If the decay time from maximum penalty to suppress penalty is too low, increase half-life time or maximum penalty values.

Error Message

%BGP-5-DAMPENING_DECAY_TIME: Decay time from maximum penalty to suppress penalty is %d secs. Maximum penalty: %d, suppress penalty: %d

Explanation Configured dampening parameters may not be feasible. Time window between maximum penalty and suppress penalty may be low.

Recommended Action If you think decay time from maximum penalty to suppress penalty is too low, increase half-life time or maximum penalty values.

Error Message

%BGP-5-DAMPENING_HIGH_MAX_PENALTY: Maximum penalty (%d) is more than allowed maximum (%d). Dampening is OFF**Explanation** The configured dampening parameters may not be feasible. The maximum penalty is more than the allowed maximum. As a result, dampening will be off.

Recommended Action Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is more than the allowed maximum, reduce the maximum suppress time. The maximum penalty should be greater than the suppress penalty but less than the maximum allowable penalty.

Error Message

%BGP-5-DAMPENING_HIGH_MAX_PENALTY: Maximum penalty (%d) is more than allowed maximum (%d). Dampening is OFF

Explanation Configured dampening parameters may not be feasible. Maximum penalty is more than allowed maximum. Dampening will be OFF.

Recommended Action Depending on the value of maximum penalty adjust maximum suppress time. Since maximum penalty is more than allowed maximum, reduce maximum suppress time. Maximum penalty should be greater than suppress penalty but less than maximum allowable penalty.

Error Message

%BGP-5-DAMPENING_LOW_MAX_PENALTY: Maximum penalty (%d) is less than suppress penalty (%d), Dampening is OFF**Explanation** The configured dampening parameters may not be feasible. The maximum penalty is less than the configured suppress penalty. As a result, dampening will be off.

Recommended Action Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is less than the suppress penalty, increase the maximum suppress time. The maximum penalty should be greater than the suppress penalty but less than the maximum allowable penalty.

Error Message

%BGP-5-DAMPENING_LOW_MAX_PENALTY: Maximum penalty (%d) is less than suppress penalty (%d), Dampening is OFF

Explanation Configured dampening parameters may not be feasible. Maximum penalty is less than configured suppress penalty. Dampening will be OFF

Recommended Action Depending on the value of maximum penalty adjust maximum suppress time. Since maximum penalty is less than suppress penalty, increase maximum suppress time. Maximum penalty should be greater than suppress penalty but less than maximum allowable penalty.

Error Message

%BGP-5-VERSION_WRAP: bgp version wrapped of %s**Explanation** The BGP table version has reached its maximum value and wrapped around. The message detail describes this event.

Recommended Action This is an informational message only. However, frequent occurrences of such an event might indicate high error rates or high packet loss in the network and should be investigated.

Error Message

%BGP-5-VERSION_WRAP: bgp version wrapped of %s

Explanation The BGP table version has reached its maximum value and wrapped around. The message describes this event.

Recommended Action This message is informational. However, frequent occurrences of such event might indicate high error rates or high packet loss in the network and should be investigated.

Error Message

%BGP-6-ASPATH: %s AS path %s received from %s: %s**Explanation** The remote BGP peer sent in an update which has an invalid autonomous system (AS) path.

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

Error Message

%BGP-6-ASPATH: %s AS path %s received from %s: %s

Explanation The remote BGP peer sent in an update with an invalid AS path.

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%BGP-6-BIGCHUNK: Big chunk pool request (%d) for %s. Replenishing with malloc
```

Explanation This is an informational message describing an internal software operation. If the static chunk pool size cannot service the request, it will be serviced with a memory allocation (malloc) process.

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

Error Message

```
%BGP-6-BIGCHUNK: Big chunk pool request (%d) for %s. Replenishing with malloc
```

Explanation If the static chunk pools size can not service the request, it will be serviced with malloc.

Recommended Action This is an informational message only. If concerned, collect the chunk and bgp summary and send it to your technical support representative along with the error message itself.

Error Message

```
%BGP-6-NEXTHOP: Invalid next hop (%i) received from %s: %s
```

Explanation The remote BGP peer has sent a route with an illegal next hop. The route was 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 that you have gathered.

Error Message

```
%BGP-6-NEXTHOP: Invalid next hop (%i) received from %s: %s
```

Explanation The remote BGP peer sent in a route with an illegal next hop. The given route was ignored.

Recommended Action No action is required.

BGP MPLS Messages

Error Message

%BGP_MPLS-3-CHKPT_LBL_BIND_FAIL: [chars]

Explanation Checkpoint label binding for BGP MPLS 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

%BGP_MPLS-3-GEN_ERROR: %s**Explanation** This message describes a general runtime error related to BGP MPLS.

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

Error Message

%BGP_MPLS-3-GEN_ERROR: %s

Explanation BGP MPLS related general runtime errors message contents will show the error

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

Error Message

%BGP_MPLS-3-IPRMCONNECT: %s**Explanation** The BGP VPNv4 failed to register to the IPRM component.

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

Error Message

%BGP_MPLS-3-IPRMCONNECT: %s

Explanation BGP VPNv4 failed to register to IPRM component.

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

Error Message

%BGP_MPLS-3-IPV4_AGGR_LABEL: global aggr label: %s**Explanation** Unable to create or delete a label for an aggregate prefix.

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

Error Message

%BGP_MPLS-3-IPV4_AGGR_LABEL: global aggr label: %s

Explanation This is related to a common AGGREGATE LABEL for all aggregate prefixes in global routing table.

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

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%BGP_MPLS-3-LSDCONNECT: %s**Explanation** The BGP VPNv4 failed to register to the MPLS forwarding component.

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

Error Message

%BGP_MPLS-3-LSDCONNECT: %s

Explanation BGP VPNv4 failed to register to MPLS Forwarding component.

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

Error Message

%BGP_MPLS-3-NBR_ROUTE: %s**Explanation** An error occurred in manipulating the BGP neighbor route needed for MPLS operations.

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

Error Message

```
%BGP_MPLS-3-NBR_ROUTE: %s
```

Explanation Problems with manipulating the bgp neighbor route needed for MPLS operations

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

Error Message

```
%BGP_MPLS-3-NSF_LBL_ALLOC_FAIL: [chars]
```

Explanation BGP MPLS label allocation 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

```
%BGP_MPLS-3-PERVRF: pervrfaggr label: [chars]
```

Explanation This is related to PER VRF LABEL feature.

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

Error Message

%BGP_MPLS-3-PER_VRF_AGGR: pervrfaggr label: %s

Explanation This is related to PER VRF AGGREGATE LABEL feature

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

Error Message

%BGP_MPLS-3-SIZEMISMATCH: Label table size (%d) mismatch, checkpt key creation failed

Explanation A BGP MPLS label table size mismatch was detected.

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

Error Message

%BGP_MPLS-3-SIZEMISMATCH: Label table size (%d) mismatch, checkpt key creation failed

Explanation BGP MPLS Label Table size mismatch.

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

Error Message

%BGP_MPLS-3-VPN_REWRITE: %s

Explanation An error occurred during installing, updating, or removing a VPN rewrite entry in the MPLS forwarding table.

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

http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message

%BGP_MPLS-3-VPN_REWRITE: %s

Explanation Problems with installing, updating or removing a VPN rewrite entry in the MPLS forwarding table

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

Error Message

%BGP_MPLS-4-INV_IAS_LABEL: Prefix %s InterAS MPLS label %d present during VRF entry instalation, deleting InterAS rewrite and freeing the label**Explanation** The VRF prefix is not supposed to have an InterAS MPLS label. The InterAS label is being freed and the corresponding InterAS forwarding entry is being removed to recover from the problem.

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

Error Message

%BGP_MPLS-4-LABELALLOC: Label allocation failure

Explanation A local label allocation has failed because of router resource limitations.

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

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

Error Message

```
%BGP_MPLS-6-MPLS_INIT: MPLS has been %s for the BGP address-family %s
```

Explanation MPLS has been enabled or disabled for a given BGP address-family.

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

Error Message

```
%BGP_MPLS-7-IPv4LABELALLOC: Failed to allocate label for IPv4 prefix %i/%d
```

Explanation A BGP MPLS IPv4 label allocation 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.

Error Message

```
%BGP_MPLS-7-IPv4LABELALLOC: Failed to allocate label for IPv4 prefix %i/%d
```

Explanation BGP MPLS IPv4 label allocation failed.

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

Error Message

```
%BGP_MPLS-7-VPNv4LABELALLOC: Failed to allocate label for VPNv4 prefix %s, result %s
```

Explanation A BGP MPLS VPNv4 label allocation 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.

Error Message

```
%BGP_MPLS-7-VPNv4LABELALLOC: Failed to allocate label for VPNv4 prefix %s, result %s
```

Explanation BGP MPLS VPNv4 label allocation failed.

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

Error Message

```
%BGP_SESSION-5-ADJCHANGE: neighbor %s %s%s%s topology %s removed from session %s
```

Explanation A BGP neighbor topology was removed from a session. The message describes the change that has occurred. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

Recommended Action This informational message normally appears as routers and BGP neighbors go up or down. However, unexpected neighbor loss might indicate high error rates or high packet loss in the network and should be investigated.

BIT Messages

Error Message

```
%BIT-4-OUTOFRANGE: bit %d is not in the expected range of %d to %d
```

Explanation An invalid request was detected by the bitlist subsystem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

BOOMERANG Messages

Error Message

%BOOMERANG-1-CONTENT_SERVER_DOWN: The content server [IP_address] is not responding to probes. Boomerang packets will be dropped.

Explanation The boomerang client is not receiving a valid response to probes. Probes, for which HTTP requests are used, are used to verify the health of the configured content server.

Recommended Action Ensure that the configured content server IP address and optional file to be probed are correct, and that the content server is operational.

Error Message

%BOOMERANG-2-CIPHER_ERROR: The RC4 cipher check failed for domain [chars]. Boomerang packet dropped.

Explanation The system could not decipher the packet received from the boomerang server.

Recommended Action Ensure that the key that is configured on this router matches the key that is configured on the boomerang server. If the keys are identical, this situation may indicate a hostile attack.

Error Message

%BOOMERANG-2-FUTURE_TRIGGER: Received trigger too far in the future.
now=[hex]:[hex] trigger=[hex]:[hex]

Explanation The packet that was received from the boomerang server contained an NTP trigger with a trigger time that was too far ahead of the present time. The trigger time was adjusted to a reasonable value.

Recommended Action Ensure that the NTP server configured for this router is operational and that the NTP server configured for the boomerang server is operational.

Error Message

%BOOMERANG-2-INVALID_DOMAIN: The domain [chars] in the DNS request is not configured. Boomerang packet dropped.

Explanation The domain name included in the DNS request received from the boomerang server is not configured on this router.

Recommended Action Configure a client domain for the domain name. This situation may indicate a hostile attack.

Error Message

%BOOMERANG-4-SEQ_NBR_ERROR: The packet from the Boomerang Server contained an unexpected sequence number.

Explanation Packets sent by the boomerang server contain a sequence number. This sequence number is used to detect packet loss.

Recommended Action If the percentage of errors is high, 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. BRI Messages

Recommended Action The following are ISDN Basic Rate Interface (BRI) messages.

Error Message

%BOOMERANG-5-CONTENT_SERVER_UP: The content server [IP_address] is responding to probes.

Explanation The boomerang client is receiving a valid response to probes. Probes, for which HTTP requests are used, are used to verify the health of the configured content server.

Recommended Action No action is required.

Error Message

%BOOT-3-APP_START: ional notice.

Explanation The process has launched and has started to execute.

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

%BOOT-3-APP_STARTFAIL: Failed to launch process %s

Explanation A process that does not affect forwarding traffic 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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

%BOOT-3-APP_STARTFAILCRIT: Failed to launch a critical process %s

Explanation A process that is critical to the health of the chassis has failed to start.

Recommended Action Examine the logs for process related errors. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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

%BOOT-6-DRV_LOAD: Loaded driver %s

Explanation Loaded a driver that is critical to the functioning of the system.

Recommended Action No action is required.

Error Message

%BOOT-0-DRV_LOADFAIL: Failed to load driver %s (%s)

Explanation Failed to load a driver that is critical to the functioning of the system.

Recommended Action Examine the logs for kernel error message to determine the issue. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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

%BOOT_HOST_DHCP-3-ABORTING: %s

Explanation There was an error while using the dhcp feature to configure a device; the operation was aborted due to an unexpected condition specified in the message.

Recommended Action This error is usually caused by connectivity problems between the device and dhcp or tftp server; this may involve the relay agent. Enable the debug for dhcp 'debug dhcp' and if you still cannot resolve this error message, please collect the debugs, show running configuration and show tech before opening a TAC case.

Error Message

%BOOT_HOST_DHCP-4-WARNING: %s

Explanation Configure a Device via DHCP feature has experienced an unexpected condition which did not cause a failure but suggests things did not go correctly.

Recommended Action No action is required.

Error Message

%BOOT_HOST_DHCP-6-INFO: %s

Explanation This is an informational message generated while configuring a device via the dhcp feature.

Recommended Action No action is required.

Error Message

%BPE-3-INVALID_IDB_TYPE: Invalid IDB type passed [[dec] - [chars]]

Explanation IDB type passed is not supported by this function.

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

Error Message

%BPE-3-INVALID_MAC: Invalid MAC for slot [[dec]/[dec]/[dec]]

Explanation Could not get proper MAC address for a given slot/subcard/port

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

Error Message

%BPE-3-INVALID_PORT: Port number[[dec]] is not valid

Explanation Port number is invalid

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

Error Message

%BPE-3-INVALID_SLOT: Slot number[[dec]] is not valid

Explanation Slot number is invalid

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

Error Message

%BPE-3-MALLOC_FAILURE: Malloc Failed [[chars]]

Explanation Could not allocate memory

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

Error Message

%BPE-3-NOT_REGISTERED: Interface[[chars]] MAC is not registered

Explanation Interface registration with BPE driver 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%BPE-3-NULL_IDB: Null idb pointer [[chars]:[hex]]
```

Explanation The interface pointer is not initialized

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

BRI Messages

Error Message

```
%BRI-1-INITFAIL: msgtxt_initfail
```

Explanation The hardware failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

```
%BRI-1-NOMEMORY: msgtxt_nomemory
```

Explanation The requested operation could not be accomplished because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%BRI-4-NOSWITCH: msgtxt_initfail
```

Explanation ISDN leased line requires an ISDN switch type configure.

Recommended Action Choose and configure a BRI switch type; if unsure, choose any switch.

Error Message

%BRI-7-INTERRUPTERR: HWIC_BRI_INTERRUPT : [chars] is NULL.

Explanation HWIC BRI received interrupt for its B channel, but the wrapper or idb is null.

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

Error Message

%BRI-7-SPURIOUSEVINT: HWIC_BRI_INTERRUPT : Spurious HWIC_BRI interrupt received.

Explanation HWIC BRI received a spurious interrupt for its B channel.

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

BRIMUX Messages

Error Message

%BRIMUX-1-BADCODE: Software error: [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 gathered information.

Error Message

%BRIMUX-3-BADBRIMUX: Slot [dec] [chars]

Explanation A BRIMUX firmware problem may be present.

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

Error Message

%BRIMUX-3-BADDLACK: Slot [dec] BRIC, failed to acknowledge download data block [dec]

Explanation A BRIMUX firmware problem may be present.

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

Error Message

%BRIMUX-3-BADDPM: Slot [dec] DPM, test failed at offset [hex], expect [hex], read [hex]

Explanation A BRIMUX board hardware problem may be present.

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

Error Message

%BRIMUX-3-BADULADDR: Slot [dec] BRIC, wrong upload address received [hex], requested [hex]

Explanation A BRIMUX firmware problem may be present.

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

Error Message

%BRIMUX-3-BADULBLK: Slot [dec] BRIC, wrong block [dec] for data upload, expect [dec]

Explanation A BRIMUX firmware problem may be present.

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

Error Message

%BRIMUX-3-BADULLEN: Slot [dec] BRIC, upload data length read [dec], truncate to [dec] bytes

Explanation A BRIMUX firmware problem may be present.

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

Error Message

%BRIMUX-3-BADULREQ: Slot [dec] BRIC, failed to send upload data block [dec]

Explanation A BRIMUX firmware problem may be present.

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

Error Message

%BRIMUX-4-HEARTBEAT: Slot [dec] BRIC, lost heartbeat for [dec] seconds

Explanation A BRIMUX board hardware or firmware problem may be present.

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

Error Message

%BRIMUX-5-CHANUPDOWN: B[dec] of BRI[dec] on slot [dec] BRIC, changed state to [chars]

Explanation A B-channel on the BRIMUX board changed state.

Recommended Action No action is required.

Error Message

%BRIMUX-5-PORTUPDOWN: BRI[dec] on slot [dec] BRIC, changed state to [chars]

Explanation A port on the BRIMUX board changed state.

Recommended Action No action is required.

Error Message

%BRIMUX-5-UPDOWN: Slot [dec] BRIC, changed state to [chars]

Explanation A BRIMUX board changed state.

Recommended Action No action is required.

BRYCE Messages

Error Message

%BRYCE-1-INITFAIL: NM slot [dec]: PCI device [dec] initialization failed

Explanation The initialization of the Integrated Service Engine network module has failed.

Recommended Action Power down the system, reseal the interface card, and reboot the system. 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%BRYCE-4-DTRCOOKIEFAIL: NM slot [dec]: Daughter card authentication failure.
Shutting down...

Explanation Service Engine daughter card authentication has failed.

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

Error Message

%BRYCE-5-UNSUPPORTED: NM slot [dec]: PID [chars] unsupported card

Explanation A card in the slot is unsupported.

Recommended Action No action is required.

BSC Messages

The following are Binary Synchronous Communications protocol messages.

Error Message

%BSC-2-NOBUF: Interface [chars], no buffer available to [chars]

Explanation An attempt to allocate a memory buffer was not successful. This condition is rare and, under normal conditions, temporary.

Recommended Action If memory allocation failures persist, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%BSC-2-NOMEM: No buffers available on interface [chars].

Explanation Memory in the router has been exhausted.

Recommended Action Perform diagnostics on the router to locate the subsystem or interface responsible for consuming memory. The only method that will clear this situation is to reload the router.

Error Message

%BSC-3-BADLINESTATE: Line state Tx when receiving %s on line %s

Explanation An unexpected receive occurred during a transmission.

Recommended Action Verify that the line has been consistently defined in regards to the carrier. If a message report was sent, hard-on stop and start the bisynchronous interface in question.

Error Message

%BSC-3-BADPEERTYPE: Peer %s is incorrect type

Explanation This message occurs only when BSC local-ack is configured. It indicates the serial interfaces that are using the BSTUN tunnel are configured incorrectly, that is, both have been configured as a secondary.

Recommended Action Reconfigure the serial interfaces correctly to be a primary and secondary pair.

BSEETHER Messages

Error Message

%BSEETHER-1-BAD_IDB: Invalid Interface Descriptor Block

Explanation The driver tried to fetch the interface's IDB and failed.

Recommended Action This is possibly a software bug. Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%BSEETHER-1-BAD_STRUCT: Could not initialize structure
```

Explanation The driver failed to initialize a structure.

Recommended Action This is possibly a software bug. Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%BSEETHER-2-BAD_POOL: Could not init buffer pools
```

Explanation The driver failed to get a pool of buffers from IOS.

Recommended Action This is possibly a software bug. Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%BSEETHER-2-GEN_BUG: [chars]
```

Explanation The specified generic engineering error has occurred.

Recommended Action This is possibly a software bug. Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%BSEETHER-2-GEN_IF_BUG: [chars], [chars]

Explanation The specified generic engineering interface error has occurred.

Recommended Action This is possibly a software bug. Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%BSEETHER-2-INITFAIL_NOMEM: [chars], initialization failed, no buffer memory

Explanation The Ethernet port initialization has failed, due to insufficient memory.

Recommended Action The router requires more packet memory. 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%BSEETHER-2-NOTXBUF: [chars] - No free transmit io_particle_t

Explanation The specified interface does not contain a free transmit io_particle_t.

Recommended Action This is possibly a software bug. Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%BSEETHER-2-RING_PUT_BUG: [chars], Ring Put Failure: Ring [dec] Tx Count [dec] Tx Size [dec]

Explanation The specified generic engineering interface error has occurred.

Recommended Action This is possibly a software bug. Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%BSEETHER-3-BAD_SFP_EEPROM: [chars] - SFP contains a bad EEPROM

Explanation Interface contains a SFP with a bad EEPROM. This causes the link to be down.

Recommended Action Make sure that the SFP type is compatible with the interface. Verify that the SFP was obtained from Cisco or a supported vendor.

Error Message

%BSEETHER-3-ERRINT: [chars], error interrupt, bd status = [hex]

Explanation The microcode has passed a packet with 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 gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%BSEETHER-3-NO_SFP: [chars] - No SFP Found

Explanation The specified interface does not contain an SFP.

Recommended Action Verify that an SFP is installed.

Error Message

%BSEETHER-3-TOOBIG: [chars], packet too big ([dec]), from [enet]

Explanation The interface detected a packet that is larger than what is defined by the MTU.

Recommended Action Check the other station's MTU setting. Otherwise, no action is required.

Error Message

%BSEETHER-3-UNKNOWN_SFP: [chars] - Unknown SFP type

Explanation The interface contains an SFP of unknown type. This condition caused the link to be down.

Recommended Action Make sure that the SFP type is compatible with the interface. Verify that the SFP was obtained from Cisco or a supported vendor.

Error Message

%BSHELL-6-BSHELL_UPGRADE_DETECTED: [%s] New software detected. Bshell instance restarting.

Explanation The bshell has detected that new bshell software has been installed. The bshell instance will exit and get restarted with the new software version.

Recommended Action No action is required.

Error Message

%BSHELL-3-EXEC_DIRECTIVE_FAIL: ion onthe underlying failure.

Explanation The bshell was unable to execute the requested directive.

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

%BSHELL-3-EXEC_FAIL: ion onthe underlying failure.

Explanation The bshell was unable to execute the requested interactive command.

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

%BSHELL-3-EXEC_PREPARE_FAIL: ion onthe underlying failure.

Explanation The bshell was unable to prepare the requested interactivecommand for execution. The command 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/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. 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

%BSHELL-3-GET_HOSTNAME_FAIL: [%s] Get hostname failed: %s

Explanation The bshell was unable to read the hostname from the kernel. The bshell periodically checks for a hostname change to set the user prompt. Operations should otherwise not be impacted.

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

%BSHELL-3-RECEIVE_MESSAGE_FAILED: [%s] Receive message %s failed: %s

Explanation The bshell was unable to receive a message from the shell manager.

Recommended Action Retry the operation or start a new bshell session.

Error Message

%BSHELL-6-SEND_MESSAGE_FAILED: [%s] Send message %s failed: %s

Explanation This message indicates that a user has started a diagnostic shell session.

Recommended Action No action is required.

Error Message

%BSHELL-6-SESSION_ENDED: informational message. A user has exited a diagnostic shell session.

Explanation This message indicates that a user has exited a diagnostic shell session.

Recommended Action No action is required.

Error Message

%BSHELL-6-SESSION_STARTED: informational message. A user has started a diagnostic shell session.

Explanation This message indicates that a user has started a diagnostic shell session.

Recommended Action No action is required.

Error Message

%BSHELL-6-SMAN_CONNECTION_FAILED: [%s] Shell Manager connect failed: %s

Explanation The BSHELL has been unable to connect to the shell manager. The probable cause is that the shell manager process is no longer available. This may be expected if a software upgrade is in progress.

Recommended Action Determine if the shell manager process has restarted. If it has, then the BSHELL will reconnect.

Error Message

%BSHELL-6-SMAN_CONNECTION_LOST: [%s] Shell Manager connection lost

Explanation The BSHELL has been disconnected from the shell manager. The probable cause is that the shell manager process is no longer available.

Recommended Action Determine if the shell manager process has restarted. If it has, then the BSHELL reconnects.

Error Message

%BSHELL-3-TERMINAL_OPERATION_FAIL: [%s] Terminal %s %s failed: %s

Explanation The BSHELL was unable to get or set terminal properties. An attempt to change or act on terminal properties has failed.

Recommended Action Restart the BSHELL and re-attempt the failing operation.

Error Message

%BSPATCH-1-PATCHED: Boot Loader patch (%s) installed.

Explanation A Boot Loader patch is installed successfully.

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 gathered information.

Error Message

%BSPATCH-1-RELOAD: System will reboot to activate newly patched Boot Loader.

Explanation Automatic reload after Boot Loader is patched.

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 gathered information.

Error Message

%BSPATCH-3-FAILED: Failed to install Boot Loader patch (%s).

Explanation Failed to apply a Boot Loader patch.

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

BSQ Messages

Error Message

%BSQ-0-INCMPLT_XFER: Incomplete Data Transfer received for non-read operation

Explanation An Incomplete Data Transfer Notice was received for a CCW that did not perform a read or that has read data backward. This is a fatal internal logic error.

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.

Error Message

%BSQ-0-MTC_CHAIN: Incomplete More-To-Come chain queued

Explanation The CIP could not find the end of a more-to-come chain. This is a fatal internal logic error.

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.

Error Message

%BSQ-0-NULLREAD: Unexpected read of zero bytes, BSQ=[hex] [hex] [hex] [hex]

Explanation The CIP was notified that an I/O operation has been completed with a storage control block that had a length of 0.

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.

Error Message

%BSQ-0-SCB_CHAIN: Read SCB chain is out of sequence

Explanation The sequence of buffer status queue entries received for read commands does not match the sequence of the storage control blocks used for the reads. This is a fatal internal logic error.

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.

BSR Messages

Error Message

%BSR-5-CBSR_REMOVED: Candidate-BSR on interface [chars] has been removed

Explanation This message occurs because the interface card has been removed.

Recommended Action No action is required.

Error Message

%BSR-5-CRP_REMOVED: Candidate-RP on interface [chars] has been removed

Explanation This message occurs because the interface card has been removed.

Recommended Action No action is required.

BSTUN Messages

The following are the Bisync Serial Tunnel messages.

Error Message

```
%BSTUN-2-NOBUF: Interface %s, no buffer available to %s
```

Explanation A memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

Recommended Action Reconfigure the BSTUN group. If memory shortages persist, call your technical support representative for assistance.

Error Message

```
%BSTUN-3-BADCONN: CONN: bad connection ([dec]), peer: [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%BSTUN-3-BADLENOP: [chars]: bad len or unknown op, op [dec], len [dec]
```

Explanation An internal software error has occurred.

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

Error Message

```
%BSTUN-3-BADMAGIC: [chars]: wrong magic, mine [hex], theirs [hex] ([dec])
```

Explanation An internal software error has occurred.

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

Error Message

```
%BSTUN-3-BADMAGICTCP: [chars]: peer [chars], wrong magic, mine [hex], theirs [hex]
```

Explanation An internal software error has occurred.

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

Error Message

```
%BSTUN-3-BADPASSIVEOPEN: passive open from [IP_address]([dec]) - [dec] failed
```

Explanation An internal software error has occurred.

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

Error Message

```
%BSTUN-3-CONNILLSTATE: CONN: Peer [chars], illegal state [dec]
```

Explanation An internal software error has occurred.

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

Error Message

```
%BSTUN-3-DROPTIMERERR: The peer drop timer has incorrectly expired for the peer with CU address [hex] on interface [chars]. The peer type defined for this peer is [hex]. The state of the peer tunnel is [chars].
```

Explanation The peer drop timer did not start correctly or has been left running.

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

Error Message

```
%BSTUN-3-IFNOTSETUP: Could not setup interface for protocol %s
```

Explanation BSTUN was unable to start the interface for handling the specified protocol traffic.

Recommended Action If this message appears while you are configuring BSTUN, check for other system errors, such as no available memory in the router, or the interface shutting down. If no obvious problem can be detected, record all the displayed values and any other BSTUN error messages, and contact your technical support representative.

Error Message

```
%BSTUN-3-NOGRPDEF: No bstun group defined on interface %s
```

Explanation An action was taken that requires the previous definition of a BSTUN group number.

Recommended Action Make sure encapsulation bstun and the bstun group have been defined for the interface.

Error Message

%BSTUN-3-NOPEER: No peer configured to route frame with destination address %s (bstun group %d)

Explanation A BSTUN route has not been configured for the frame with a destination address.

Recommended Action If this message appears while you are debugging bstun, it indicates that no specific bstun route has been configured for the frames being received with the device address listed in the packet debug trace. You may choose to configure a bstun route, or ignore this message.

Error Message

%BSTUN-3-SENDPUNT: [chars]: sent [chars] to [chars]

Explanation An internal software error has occurred.

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

Error Message

%BSTUN-3-UNKPROTOEV: Unknown protocol event %d on interface %s

Explanation An event passed to the BSTUN layer for processing could not be decoded.

Recommended Action Perform a hard restart on the indicated interface.

Error Message

%BSTUN-4-DUPROUTE: Cannot define duplicate route on the same group

Explanation This route command is defined on another interface belonging to the same group. Cannot define duplicate route on the same group

Recommended Action Consider defining a new group and moving this interface onto that group

Error Message

%BSTUN-4-PEERSTATE: Peer [chars], wrong state [dec] ([dec])

Explanation An internal software error has occurred.

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

Error Message

%BSTUN-4-RECONFAPIPROUT: Duplicate APIP route found - nailing the duplicate and reconfiguring

Explanation The system has detected a duplicate set of connection parameters for this command. The system has unconfigured the command and created a new set of connection parameters.

Recommended Action No action is required.

Error Message

%BSTUN-4-RECONFBIPIROUT: Duplicate BIP route found - nailing the duplicate and reconfiguring

Explanation The connection parameters for this command have already been used. To configure this route, the duplicate command has been unconfigured and a new one created.

Recommended Action No action is required.

Error Message

%BSTUN-4-SENDPUNTTCP: [chars]: sent [chars] to ([[int]])[IP_address]

Explanation An internal software error has occurred.

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

Error Message

%BSTUN-6-CONNOPENFAIL: CONN : peer %s open failed, %s [%u]

Explanation An attempt to connect to a remote TCP BSTUN peer failed.

Recommended Action Verify that the remote peer is accessible from this router, that it is running software capable of supporting BSTUN, and that it is configured correctly.

Error Message

%BSTUN-6-ERR: [chars]: [chars]: [chars], op [hex], len [dec]

Explanation An internal software error has occurred.

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

Error Message

%BSTUN-6-OPENED: [chars]: peer [chars] opened, [previous state [chars]]

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is an expected behavior.

Recommended Action No action is required.

Error Message

%BSTUN-6-OPENING: CONN: opening peer [chars], [dec]

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is an expected behavior.

Recommended Action No action is required.

Error Message

%BSTUN-6-PASSIVEOPEN: passive open [IP_address]([dec]) - [dec]

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is an expected behavior.

Recommended Action No action is required.

Error Message

%BSTUN-6-PEERSHUTDOWN: shutting down peer [chars] on [chars]

Explanation A connection to a remote peer is being shut down. This is typically the result of user intervention in BSTUN reconfiguration or disabling. This is good, expected behavior.

Recommended Action No action is required.

Error Message

%BSTUN-6-PROCEXIT: Process terminating. Due to signal %d. Subcode %d. Address %x.

Explanation The BSTUN background process is terminating.

Recommended Action If this message appears while you are unconfiguring BSTUN, no action is required. Otherwise, record all the displayed values and any other BSTUN error messages, and contact your technical support representative.

Error Message

%BSTUN-6-RECONNECT: PHDR: reconnect from peer [chars]

Explanation A remote peer reestablished a connection to this router.

Recommended Action No action is required.

Error Message

%BSTUN-6-TCPFINI: peer %s closed [previous state %s]

Explanation A remote peer closed a BSTUN connection with this router.

Recommended Action Examine the other router to see why it closed this connection with this peer. This can be caused by normal events, such as reconfiguration.

Error Message

%BSTUN-6-TCPPEERSHUT: %s %s, %i(%d)

Explanation This route closed a BSTUN connection with a remote peer.

Recommended Action Examine this router to see why it closed this connection with this peer. This can be caused by normal events, such as reconfiguration.

BTRACE Messages

Error Message

%BTRACE_ROTATE-3-ARCHIVE_FAIL: Error archiving trace file - %s

Explanation While trying to archive a trace file on the active RP, an error occurred that prevented the file transfer. The trace file is not saved.

Recommended Action This message is usually seen as a result of an underlying problem with the harddisk: file system; check the console log for messages related to harddisk: file system messages.

BUFCAP Messages

The following are the buffer capture system messages.

Error Message

```
%BUFCAP-3-ACTIVE_CAPPOINT: Invalid operation was attempted on an active capture point [chars].
```

Explanation An invalid operation was attempted on an active capture point.

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

Error Message

```
%BUFCAP-3-EXPORT_BUFFER: Error exporting buffer [chars] to location [chars]
```

Explanation The Buffer Capture Infrastructure is not able to export the buffer to the specified location.

Recommended Action Check if a valid destination was specified. Or if a file by the same name already exists, rename the dump file or remove the existing file from the destination location. 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/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%BUFCAP-3-INVALID_CAPPOINT: Invalid capture point.
```

Explanation An operation was attempted on a invalid capture point.

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

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%BUFCAP-3-INVALID_PARAM: Invalid parameters

Explanation Invalid parameters were passed in to a buffer capture infrastructure function.

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

Error Message

%BUFCAP-3-NOSUCHCAPTURE: Error finding capture point.

Explanation No such capture point exists.

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

Error Message

%BUFCAP-3-NO_MEM: Not enough memory available for Buffer Capture Infrastructure

Explanation The buffer capture infrastructure could not get the memory it requested.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%BUFCAP-5-BUFFER_FULL: Linear Buffer associated with capture buffer [chars] is full.

Explanation The linear buffer is full. Further capture would be halted.

Recommended Action No action is required.

Error Message

%BUFCAP-5-ELEM_TRIMMED: Element trimmed as there was not enough space in capture buffer [chars]. Original Size: [dec]; Copied Size: [dec].

Explanation The linear buffer does not have enough space left. Hence the packet was trimmed. This is the final element in the buffer.

Recommended Action No action is required.

Error Message

%BUFCAP-5-MAX_ELEMS: Capture point [chars] disabled. The number of elements in associated capture buffer's ([chars]) has reached the maximum configured value ([dec] elements).

Explanation The buffer contains the maximum configured number of packets. The associated capture point will be disabled.

Recommended Action No action is required.

Error Message

%BUFCAP-5-TIME_EXCEEDED: Capture Point [chars] disabled. The associated capture buffer's ([chars]) configured duration ([dec] sec(s)) exceeded.

Explanation The duration of the capture exceeds the maximum configured duration associated with the capture buffer. The associated capture point will be disabled.

Recommended Action No action is required.

Error Message

%BUFCAP-6-CAPPOINT_EXISTS: Capture Point [chars] already exists.

Explanation A capture point by the specified name already exists.

Recommended Action No action is required.

Error Message

%BUFCAP-6-CREATE: Capture Point [chars] created.

Explanation The specified capture point has been created.

Recommended Action No action is required.

Error Message

%BUFCAP-6-DELETE: Capture Point [chars] deleted.

Explanation The specified capture point has been deleted.

Recommended Action No action is required.

Error Message

%BUFCAP-6-DISABLE: Capture Point [chars] disabled.

Explanation The specified capture point has been disabled.

Recommended Action No action is required.

Error Message

%BUFCAP-6-ENABLE: Capture Point [chars] enabled.

Explanation The specified capture point has been enabled.

Recommended Action No action is required.

Error Message

%BUFCAP-6-RATE_LIMIT: [dec] packets from capture point [chars] dropped due to rate limiting.

Explanation Rate limiting has been enabled and the number of packets exceed the allowed configured value.

Recommended Action No action is required.

Error Message

%BUFCAP-6-TOO_BIG: The packet to be dumped is bigger than the buffer size of capture buffer [chars]. Packet of size [dec] dropped.

Explanation The packet is bigger than the configured or default buffer size.

Recommended Action Change the parameters of the capture buffer. You can try to increase the size of the buffer or limit the number of bytes copied.

BUNDLES Messages

The following are bundle messages.

Error Message

%BUNDLES-3-ALLOCATION: Bundle allocation error: [chars]

Explanation An internal software error has occurred. It is likely that this error is caused by a low memory condition.

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

%BUNDLES-3-PLATFORMSPACE: Platform attempted to access unreserved space

Explanation An internal software error has occurred.

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

%BUNDLES-3-TYPENOTISSUAWARE: Bundle type [chars] must be ISSU aware to send to slot(s) [chars]

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

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

