C10K Messages

Error Message

`%C10K-0-LC_EMERG: [chars]`

Explanation   Line card log 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/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

`%C10K-1-DISCOVER_ENET: Failed to init Ethernet device [dec]`

Explanation   The software could not initialize.

Recommended Action   Power down, reseat 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/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

`%C10K-1-DISCOVER_SAR: Failed to init SAR device [dec]`

Explanation   The software could not initialize

Recommended Action   Power down, reseat 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/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

```
%C10K-1-LC_ALERT: [chars]
```

Explanation Line card log 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/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

```
%C10K-2-BADINTERFACE: Out of range Card interface, [dec] on slot [dec]
```

Explanation The software specified an out-of-range card 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/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

```
%C10K-2-BADRSRCNUM: Invalid resource number from PXF ([dec]). (PLEASE REPORT
THIS!)
```

Explanation The PXF hardware diversion path specified a bad resource number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10K-2-BADSLOT: Out of range card slot index[dec]`

> **Explanation** The software specified an out-of-range card slot index.

> **Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10K-2-BADSLOTSUBSLOT: Out of range card slot/subslot pair[dec]/[dec]`

> **Explanation** The software specified an out-of-range card slot/subslot pair.

> **Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10K-2-CARDRECUR: Recursive loop while getting the daughtercard info for card type [dec]`

> **Explanation** While getting the daughter card info for the chassismib, the platform snmp code goes into an infinite loop.

> **Recommended Action** Copy the message exactly as it appears on the 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

```
%C10K-2-CARDTYPEERROR: card in slot [[dec]/[dec]] is of incorrect type [hex]
```

Explanation   The card is of wrong type allowed in that 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/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

```
%C10K-2-LC_CRIT: [chars]
```

Explanation   Line card log 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/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

```
%C10K-2-NULL_PTR: [chars]: pointer is null
```

Explanation   Unexpected NULL pointer to a data structure.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K-2-RPRTIMEOUT_CRASH: Performing crashdump and switchover due to keepalive
timeout
```

Explanation   The Standby PRE has signalled this PRE to crash due to a keepalive timeout. A crashinfo file will be produced.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C10K-3-CHASSIS: Unknown chassis model.
```

Explanation   Data stored in midplane is bad or incomplete.

Recommended Action   Contact technical support to update your system.

Error Message

```
%C10K-3-CONFIG: Recommended port adapter configuration exceeded
```

Explanation   Unavailable.

Recommended Action   Unavailable.

Error Message

```
%C10K-3-DEACTIVATED: card in slot [[dec]/[dec]] disabled.
```

Explanation   The card is being deactivated.

Recommended Action   No action is required.

Error Message

```
%C10K-3-EEPROM_ERROR: [chars]
```

Explanation   Unable to read or write EEPROM.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data 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/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

%C10K-3-EEPROM_INVALID: Invalid or unprogrammed [chars] EEPROM

Explanation   The given EEPROM is either unprogrammed or is of the wrong type.

Recommended Action   Contact customer support to replace the EEPROM.

Error Message

%C10K-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/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

%C10K-3-IONOT0: IO card discover in non-zero slot [dec]/[dec]

Explanation   Unavailable.

Recommended Action   Unavailable.

Error Message

%C10K-3-IPC: [chars]: IPC Failure

Explanation   Unavailable.

Recommended Action   Unavailable.

Error Message

%C10K-3-IPCOPENFAILED: Couldn't open IPC port for port id [hex] slot [int]/[int]:
[chars]

Explanation   Failure to obtain information from a line card.

Recommended Action   Reseat the line card in the specified slot.

Error Message

`%C10K-3-ISSUINIT: [chars] rc [dec]`

Explanation   ISSU related 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/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

`%C10K-3-LC_ERR: [chars]`

Explanation   Line card log 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/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

`%C10K-3-LC_UNKNOWN: [chars]`

Explanation   Line card log 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/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

```
%C10K-3-MALLOC: malloc error, size [dec] ([chars])
```

Explanation The OIR system attempted to allocate some memory and failed. This may be an indication of impending system 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/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

```
%C10K-3-NOACK: Access to [chars] temperature sensor failed
```

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

Error Message

```
%C10K-3-NOMAC: Can't allocate MAC address for interface [int]/[int]
```

Explanation Exceeding MAC allocation limit.

Recommended Action Remove unnecessary interfaces.

Error Message

```
%C10K-3-NOMEM: OUT of Memory: [chars]
```

Explanation Memory allocation failure.

Recommended Action Reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C10K-3-NOPORTINFO: Port info invalid for port [dec] slot [int]/[int]: [chars]

Explanation   Unavailable.

Recommended Action   Unavailable.

Error Message

%C10K-3-NOPORTINFO_ID: Port info invalid for port id [hex] slot [int]/[int]:
[chars]

Explanation   Memory allocation failure for IPC data.

Recommended Action   Reseat the line card. Reboot the chassis if this message recurs.

Error Message

%C10K-3-NULL_CARDTYPE_DATA: [chars]: Lookup of card type ([dec]) data returned
NULL

Explanation   The indicated system attempted to lookup data for a given card type and was
unsuccessful.

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%C10K-3-PLUGIN_UNKNOWN: Unknown card type [hex] in slot [dec]/[dec].

Explanation   The card in the specified slot is not a known 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/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

`%C10K-3-PUSH_EVENT_LIST: [chars]`

Explanation Call to process_push_event_list failed - out of 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/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

`%C10K-3-UNEXP_INTR: Interrupt [chars] not expected, masking off`

Explanation An interrupt of a certain type was signalled, but the interrupt handler for this type of interrupt is not yet installed.

Recommended Action This problem should be self-correcting but indicates either a hardware or a software defect. If it is a hardware defect, further problems are to be expected. If it is a software problem, certain types of error and alarm conditions may be left undetected. Copy the message exactly as it appears on the 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

`%C10K-4-BPEIPE_DROP: BPE/IPE packet dropped in [chars]`

Explanation A BPE/IPE packet was dropped.

Recommended Action No action is required.

Error Message

`%C10K-4-COOKIE: Corrupt or missing MAC address cookie using random base [enet]`

Explanation Invalid MAC address in the backplane EEPROM.

Recommended Action Copy the message exactly as it appears on the 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

%C10K-4-ISU_ENABLED: In Service Upgrade has been enabled

Explanation In Service Upgrade has been enabled.

Recommended Action No action is required.

Error Message

%C10K-4-LC_WARN: [chars]

Explanation Line card log 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/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

%C10K-4-MACBLKSIZE: Unknown MAC address block size.

Explanation Data stored in midplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

Error Message

%C10K-4-NOCPUVER: Invalid CPU ID, assuming revision 1

Explanation The CPU ID could not be read from EEPROM. This is probably due to a hardware
failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Enter the **show chassis** command to gather data that might 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/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

```
%C10K-4-PCIVALID: PCI activation failed, slot [dec], [hex]
```

Explanation The system received an invalid PCI signal from the port adapter. This is probably due to a hardware failure.

Recommended Action Refer to the configuration guidelines for the maximum allowed high and medium bandwidth port adapters for the system.

Error Message

```
%C10K-4-TEST: Test command no. [dec] executed by user
```

Explanation Test command is executed by user.

Recommended Action No action is required.

Error Message

```
%C10K-5-LC_NOTICE: [chars]
```

Explanation Line card log message.

Recommended Action Noaction is required.

Error Message

```
%C10K-5-PRE_RESET: PRE in slot [chars] reset by operator
```

Explanation The identified PRE has been reset by the operator.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10K-5-SLOT_RESET: Card in slot [dec] has been reset
```

Explanation The card in the numbered slot has been reset by the operator, the system, or a network management station.

Recommended Action Copy the message exactly as it appears on the 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

`%C10K-5-SUBSLOT_RESET: Card in slot [dec]/[dec] has been reset`

Explanation The card in the numbered slot has been reset by the operator, the system, or a network
management station.

Recommended Action Copy the message exactly as it appears on the 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

`%C10K-6-INT_CRASH: Scheduler or process/interrupt that the current interrupt has
interrupted. Traceback- [chars]`

Explanation Returns the stack trace of the scheduler or process/interrupt that thecurrent interrupt has
interrupted. Useful for tracking down hardwareinterrupts that may have been caused by software or
interrupt/processlevel interaction problems. This helps TAC or engineering to identifysystem
condition during interrupt driven crashes.

Recommended Action Copy the message exactly as it appears on the 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

`%C10K-6-ISU_DISABLED: In Service Upgrade has been disabled`

Explanation In Service Upgrade has been disabled.

Recommended Action No action is required.

Error Message

```
%C10K-6-LC_INFO: [chars]
```

Explanation Line card log message.

Recommended Action No action is required.

Error Message

```
%C10K-7-LC_DEBUG: [chars]
```

Explanation Line card log message.

Recommended Action No action is required.

Error Message

```
%C10KATM-1-REPROGRAM: Force reprogram command failure for [int]/[int]
```

Explanation Unable to successfully send a reprogram IPC to the line card.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KATM-3-ALLOCVC: ATM failed to allocate resources for VC(VCD=[dec], VPI=[dec],
VCI=[dec]) on [chars] (Cause: [chars])
```

Explanation This message occurs when platform fails to create a 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/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

```
%C10KATM-3-CHANNEL_ID: channel-id set to 0x0 for(VCD=[dec]) on Interface [chars],
traffic over this vc may fail (Cause of the failure: [chars])
```

Explanation This message occurs when platform fails to set proper channel-id in LC

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KATM-3-DBS: C10K internal DBS error, [chars]([dec]) [chars] [dec] [dec]/[dec]
```

Explanation An internal C10K ATM VC DBS 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/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

```
%C10KATM-3-DICK_TRACY: [chars]
```

Explanation An error for which there is no valid excuse 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. 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

`%C10KATM-3-INTERNAL: C10K ATM internal error, [chars] [chars] [dec]`

Explanation   An internal C10K ATM 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/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

`%C10KATM-3-INTERNALCMD: C10K ATM LC command internal error, [chars] [dec] [dec]`

Explanation   An internal C10K ATM LC command 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/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

`%C10KATM-3-INTERNALEVT: C10K ATM LC Event internal error, [chars] [dec] [dec]`

Explanation   An internal C10K ATM LC event 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/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

```
%C10KATM-3-INTERNALISSU: C10K ATM LC ISSU internal error, [chars] [chars] [dec]
[dec]
```

Explanation   An internal C10K ATM LC ISSU 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/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

```
%C10KATM-3-MIBINITFAIL: Sonet MIB initialization failed, [chars] [dec]
```

Explanation   The MIB initialization for SONET 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/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

```
%C10KATM-3-MODIFYVC: C10K internal error on VCD=[dec], VPI=[dec], VCI=[dec] on
Interface [chars], [chars]
```

Explanation   C10K failed to modify 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/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

```
%C10KATM-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/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

```
%C10KATM-3-REJECTVP: ATM failed to create VP( VPI=[dec] ) on Interface
[chars],(Cause of the failure: [chars])
```

Explanation This message occurs when platform fails to create a VP 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/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

```
%C10KATM-4-QCREATEFAIL: [chars] [chars] [int]/[int]([int]) [chars]
```

Explanation Queue creation failure. The system limits were exceeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KATM-4-REDINLCEVT: Redundant inactive i/f ([chars]) event: [chars], reason:
[chars]
```

Explanation An internal redundant line card event has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%C10KATM-4-UNSUP: Interface ([chars]): unsupported feature: [chars]
```

Explanation This feature is not supported by Omega.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KCARDISSU-3-COMPAT_LOOKUP_ENTITY:
c10k_card_issu_lookup_compatible_entity_by_issu_client_id: ISSU client ID [dec]
```

Explanation Lookup of card entity information failed. The CF client is not registered, or no compatible entities.

Recommended Action Copy the message exactly as it appears on the 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

`%C10KCARDISSU-3-EMPTY_CAP_TLV_LIST: [chars]: Empty cap TLV list in C10K Card ISSU capabilities callback`

Explanation   An empty capabilities TLV list has been encountered during the ISSU capabilities callback 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/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

`%C10KCARDISSU-3-ENTITY_ALREADY: c10k_card_issu_add_context: name [chars] client ID [dec] entity ID [dec]`

Explanation   Addition of card entity information failed. The client/entity is already registered.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10KCARDISSU-3-INIT_CONTEXT: [chars]: C10K Card ISSU context initialization failed, client [dec] entity [dec]`

Explanation   Initialization of the C10K Card ISSU context for the indicated card type 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/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

```
%C10KCARDISSU-3-INSERT_CAP: [chars]: Insert cap TLV ([chars]) into list failed in
C10K Card ISSU capabilities callback, rc [chars] ([dec])
```

Explanation Insertion of the indicated capabilities TLV into the list has failed during the ISSU capabilities callback 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/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

```
%C10KCARDISSU-3-INVALID_CAP_TYPE_LIST: [chars]: Invalid cap type list in C10K Card
ISSU capabilities callback
```

Explanation The capabilities type list is not initialized 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.

Error Message

```
%C10KCARDISSU-3-INVALID_CAP_TYPE_LIST_ENTRY: [chars]: Invalid cap type list entry
([dec]) in C10K Card ISSU capabilities callback
```

Explanation An invalid capabilities type list entry was encountered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KCARDISSU-3-INVALID_NEGO_RESULT: [chars]: An invalid negotiation result
([dec]) was encountered
```

Explanation An unknown negotiation result has been assisnged by the C10K Card ISSU code during negotiation.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KCARDISSU-3-LOOKUP_CLIENT: c10k_card_issu_lookup_client: client ID [dec]
```

Explanation Lookup of card client information failed. The client is not registered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KCARDISSU-3-LOOKUP_ENTITY: c10k_card_issu_lookup_entity: client ID [dec]
entity ID [dec]
```

Explanation Lookup of card entity information failed. The client or entity is not registered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KCARDISSU-3-NULL_CHKPT_MSG: NULL [chars] CF status ([dec]) callback message
pointer
```

Explanation The indicated code got a NULL CF status callback message pointer for the specified status.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KCARDISSU-3-NULL_CONTEXT: NULL C10K Card ISSU context pointer
```

Explanation The specified C10K Card ISSU context pointer 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/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.

C10KCHE1T1 Messages

The following are Cisco 10000 T1 line card messages.

Error Message

```
%C10KCHE1T1-6-UNKNOWN_EVENT: Unknown event received: ([dec]), [chars]
```

Explanation An unknown message received from the line card.

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/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.

C10KCHKPT Messages

The following are Cisco 10000 Checkpoint Facility messages.

Error Message

```
%C10KCHKPT-3-ADD_CLIENT: [chars]: chkpt_add_client error, client_id [dec] rc
[dec]
```

Explanation The checkpoint client registration 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/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

```
%C10KCHKPT-3-GET_BUFFER: [chars]: chkpt_get_buffer error, rc [dec]
```

Explanation The checkpoint buffer 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/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

```
%C10KCHKPT-3-GET_DATA_PTR: [chars]: chkpt_get_data_ptr error, ([chars])
```

Explanation Checkpoint data pointer 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/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

`%C10KCHKPT-3-SEND_MSG_BLOCKED: [chars]: chkpt_send_msg_blocked error, rc [dec]`

Explanation A checkpoint send blocked 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/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

`%C10KCHKPT-3-SEND_MSG_NONBLOCKED: [chars]: chkpt_send_msg_nonblocked error, rc [dec]`

Explanation A checkpoint send non-blocked 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/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

`%C10KCHKPT-3-STATUS_CALLBACK: [chars]: chkpt status callback received unexpected status code [dec]`

Explanation Checkpoint status callback has received unexpected code.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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.

C10KCT3 Messages

The following are Cisco 10000 CT3 messages.

Error Message

```
%C10KCT3-3-INTERNALISSU: C10K CT3 LC ISSU internal error, [chars] [chars] [dec]
[dec]
```

Explanation An internal C10K CT3 LC ISSU 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/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.

C10KEHSA Messages

The following are Cisco 10000 EHSA subsystem messages.

Error Message

```
%C10KEHSA-1-CRITICAL_FAULT: [chars], Restarting IOS
```

Explanation A critical fault has occurred, performing a crashdump.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KEHSA-1-STANDBY_RESET: Subsystem '[chars]' has reset the Standby PRE.
Reason='[chars]'
```

Explanation A subsystem has requested that the Standby PRE be reset. The subsystem name and reason will identity why it was reset.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10KEHSA-3-LC_MONITOR: Bay [dec]: [chars].`

Explanation A line card is inserted but does not come up.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10KEHSA-4-STBY_CONSOLE_ENABLED: Standby PRE console has been enabled`

Explanation The console of the Standby PRE has been enabled.

Recommended Action No action is required.

Error Message

`%C10KEHSA-6-STBY_CONSOLE_DISABLED: Standby PRE console has been disabled`

Explanation The console of the Standby PRE has been disabled.

Recommended Action No action is required.

C10KET Messages

The following are Cisco 10000 ET messages.

Error Message

`%C10KET-6-UNKNOWN_EVENT: Unknown event received: ([dec]), [chars]`

Explanation An unknown message has been received from the line card.

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/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.

C10KEVENTMGR Messages

The following are Event Manager subsystem messages.

Error Message

```
%C10KEVENTMGR-1-COBALT_PARITY_DEBUG: Parity Error register: [hex] Memory
subsystem(s): [chars]
```

Explanation   This message provides debug data for Cobalt internal memory parity errors.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KEVENTMGR-1-CRITICAL_FAULT: [chars], Restarting IOS
```

Explanation   A critical fault has occurred, performing a crashdump.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C10KEVENTMGR-1-ECM_MBE_DEBUG: Address: [hex], Who: [hex] Check byte value = [hex]
Errant Data = [hex] [hex]
```

Explanation   This message provides debug data for ECM multi-bit uncorrectable errors.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KEVENTMGR-1-ECM_SBE_COUNTER_FULL_DEBUG: There have been [dec] ECM single-bit
errors since the last ECM single-bit error report.
```

Explanation   ECM single bit correctable errors have been recurring.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C10KEVENTMGR-1-ECM_SBE_DEBUG: Address: [hex], Who: [hex] Error taken in: [chars]
bits, bit number: [dec], Check byte value = [hex] Errant Data: [hex] [hex]
Corrected Data: [hex] [hex]
```

Explanation   This message provides debug data for ECM single bit correctable errors.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KEVENTMGR-1-IRONBUS_FAILURE: [chars], Restart Failed([hex]). Resetting line
card.
```

Explanation   Ironbus fault has occurred and Ironbus failed 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/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

`%C10KEVENTMGR-1-IRONBUS_FAULT: [chars], Restarting Ironbus`

Explanation Ironbus fault has occurred, restarting ironbus.

Recommended Action Copy the message exactly as it appears on the 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

`%C10KEVENTMGR-1-IRONBUS_REOCCURRING: [chars], Resetting line card.`

Explanation An iron bus fault has reccurred.

Recommended Action Copy the message exactly as it appears on the 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

`%C10KEVENTMGR-1-IRONBUS_SUCCESS: [chars], Restart Successful`

Explanation An iron bus fault has occurred, and the iron bus component has restarted successfully.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10KEVENTMGR-1-MAJOR_FAULT: [chars], Restarting PXF`

Explanation A major fault has occurred. The PXF complex is restarting.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KEVENTMGR-1-MINOR_FAULT: [chars]
```

Explanation   A threshold for a minor event has been reached.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C10KEVENTMGR-1-MINOR_REOCCURRING: [chars]
```

Explanation   A minor fault is recurring.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C10KEVENTMGR-1-NULL_SLOT_PTR: received null slot structure pointer on call to
slotindex_to_sp() for slotindex [int]
```

Explanation   Slot structure pointer 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/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

```
%C10KEVENTMGR-1-PMC_MBE_DEBUG: Address: [hex], Who: [hex] Check byte value = [hex]
Errant Data = [hex] [hex]
```

Explanation   This message provides debug data for PMC (EPM) multi-bit uncorrectable errors.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KEVENTMGR-1-PMC_SBE_COUNTER_FULL_DEBUG: There have been [dec] PMC single-bit
errors since the last PMC single-bit error report.
```

Explanation   Recurring PMC single bit correctable errors have occurred.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C10KEVENTMGR-1-PMC_SBE_DEBUG: Address: [hex], Who: [hex] Error taken in: [chars]
bits, bit number: [dec], Check byte value = [hex] Errant Data: [hex] [hex]
Corrected Data: [hex] [hex]
```

Explanation   . This message provides debug data for PMC (EPM) single bit correctable errors.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KEVENTMGR-1-SBE_DEBUG: Address: [hex], Who: [hex], Data With ECC: [hex] [hex]
[hex] [hex], Data w/o ECC: [hex] [hex] [hex] [hex]
```

Explanation This message provides debug data for single bit correctable errors.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KEVENTMGR-3-PXF_CRASHINFO_FAIL: Failed to write PXF debug information:
[chars]
```

Explanation PXF debugging information could not be written.

Recommended Action The device on which the write was attempted is likely out of free space, or the write has encounterd some other error.

Error Message

```
%C10KEVENTMGR-3-PXF_FAIL_MANY_HW: Multiple PXF failures, likely hardware problem.
Reloading.
```

Explanation The system has experienced multiple recent PXF failures, and will reload without regard to the existence or readiness of a redundant PRE.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KEVENTMGR-3-PXF_FAIL_SWITCHOVER: Multiple PXF failures, switchover to
redundant PRE initiated.
```

Explanation The system has experienced multiple recent PXF failures. A redundant PRE is available so the system is switching over to use 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/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

`%C10KEVENTMGR-3-PXF_FAIL_SWITCHSTBY: This standby PRE switching to active due to`
`PXF errors on peer PRE.`

Explanation   The system has experienced multiple recent PXF failures. The redundant PRE is
available, so it is switching over and becoming the active PRE.

Recommended Action   Copy the message exactly as it appears on the 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

`%C10KEVENTMGR-3-UNKNOWN_EVENT: Unknown event from [chars]. Event code:[dec]`

Explanation   Unknown event message received from 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/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

`%C10KEVENTMGR-4-PXF_CRASHINFO: Writing PXF debug information to [chars].`

Explanation   A file containing information useful for diagnosing a PXF restart is being 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/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. The pxf_crashinfo file
should be saved to aid Cisco technical support in diagnosing the problem.

C10KGE Messages

The following are Gigabit Ethernet subsystem messages.

Error Message

`%C10KGE-1-INITFAIL: [chars], initialization failure`

Explanation A gigabit Ethernet hardware initialization failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10KGE-3-GBIC_MISSING: Interface [chars], Gigabit Interface Converter (GBIC) missing`

Explanation Gigabit Ethernet GBIC was removed from the line card.

Recommended Action Insert a GBIC into the line card.

Error Message

`%C10KGE-3-INTERNALISSU: Gigabit Ethernet LC ISSU internal error, [chars] [chars] [dec] [dec]`

Explanation Internal C10K GE LC ISSU 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/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

`%C10KGE-3-MAXADDR: [chars], total addresses greater than [chars]`

Explanation The number of addresses in the address filter is too large.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KGE-4-IPCFAIL: [chars], [chars] command failure ([chars])
```

Explanation A command message sent to the line card 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/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

```
%C10KGE-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation There is incompatibility between the the message version being sent by the line card and
the message version used by the RP. This type of incompatibility could happen if the RP and GE line
card are using different IOS versions due to an RP oir event.

Recommended Action A microcode reload will solve the problem.

Error Message

```
%C10KGE-6-GBIC_OK: Interface [chars], 1000BASE-[chars] Gigabit Interface
Converter (GBIC) inserted
```

Explanation Gigabit Ethernet GBIC was inserted into the line card.

Recommended Action No action is required.

Error Message

```
%C10KGE-6-STATESYNC: Redundancy state synchronization failure slot [dec]/[dec] -
([chars])
```

Explanation A failure occurred in trying to synchronize GE state information.

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/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

%C10KGE-6-UNKNOWN: Unknown message ([dec]) received ([chars]) from interface
[chars]

> **Explanation** An unknown message received from the line card.

> **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/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.

C10KGE1H Messages

The following are Cisco 10000 Gigabit Ethernet subsystem messages.

Error Message

%C10KGE1H-1-INITFAIL: [chars], initialization failure

> **Explanation** Gigabit Ethernet hardware initialization failed.

> **Recommended Action** Copy the message exactly as it appears on the console or in the system log.
> Research and attempt to resolve the issue using the tools and utilities provided at
> http://www.cisco.com/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

%C10KGE1H-3-MAXADDR: [chars], total addresses greater than [chars]

> **Explanation** The number of addresses in the address filter is too large.

> **Recommended Action** Copy the message exactly as it appears on the 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

```
%C10KGE1H-3-SFP_BAD_HW: Interface [chars], Gigabit ethernet module (SFP) has bad
HW
```

Explanation Gigabit Ethernet SFP could not be read, CRC error or tx fault.

Recommended Action Insert a new Gigabit Ehternet SFP into the line card.

Error Message

```
%C10KGE1H-3-SFP_MISSING: Interface [chars], Gigabit ethernet module (SFP) missing
```

Explanation Gigabit Ethernet SFP was removed from the line card.

Recommended Action Insert a Gigabit Ehternet SFP into the line card.

Error Message

```
%C10KGE1H-3-SFP_NON_GIGE: Interface [chars], Inserted module not Gigabit ethernet
module (SFP)
```

Explanation Non Gigabit Ethernet SFP was inserted into the line card.

Recommended Action Insert a gigabit Ehternet SFP into the line card.

Error Message

```
%C10KGE1H-3-SFP_SECURITY_FAIL: Interface [chars], Gigabit ethernet module (SFP)
is not CISCO approved
```

Explanation Gigabit Ethernet SFP has failed cisco-EEPROM security check.

Recommended Action Insert a approved vendor SFP into the line card.

Error Message

```
%C10KGE1H-3-SFP_SPURIOUS: Interface [chars], Gigabit ethernet module (SFP) is a
duplicate spurious
```

Explanation Gigabit Ethernet SFP has a vendor and serial number duplicate of another.

Recommended Action Insert a approved vendor SFP into the line card.

Error Message

```
%C10KGE1H-4-IPCFAIL: [chars], [chars] command failure ([chars])
```

Explanation A command message sent to the line card 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/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

```
%C10KGE1H-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation There is incompatibility between the the message version being sent by the line card and the message version used by the RP. This type of incompatibility could happen if the RP and GE line card are using different IOS versions due to an RP oir event.

Recommended Action A microcode reload will solve the problem.

Error Message

```
%C10KGE1H-6-SFP_OK: Interface [chars], 1000BASE-[chars] Gigabit ethernet module
(SFP) inserted
```

Explanation Gigabit Ethernet SFP was inserted into the line card.

Recommended Action No action is required.

Error Message

```
%C10KGE1H-6-STATESYNC: Redundancy state synchronization failure slot [dec]/[dec]
- ([chars])
```

Explanation A failure occurred in trying to synchronize GE1H state information.

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/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

```
%C10KGE1H-6-UNKNOWN: Unknown message ([dec]) received ([chars]) from interface
[chars]
```

Explanation   An unknown message received from the line card.

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/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.

C10KHHCT3 Messages

The following are Cisco 10000 HH Chanelized T3 messages.

Error Message

```
%C10KHHCT3-3-INTERNAL: HHCT3 internal error, [chars] [chars] [dec] [dec] [dec]
[dec]
```

Explanation   Internal HHCT3 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/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

```
%C10KHHCT3-3-INTERNALISSU: C10K HHCT3 LC ISSU internal error, [chars] [chars]
[dec] [dec]
```

Explanation   Internal C10K HHCT3 LC ISSU 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/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

```
%C10KHHCT3-3-MIBINITFAIL: HHCT3 MIB initialization failed, [chars] [dec]
```

Explanation MIB initialization for HHCT3 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/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

```
%C10KHHCT3-3-ROLEMISMATCH: Mismatched roles ([dec]) sw [chars], hw role:[chars]
```

Explanation Software and hardware view of roles 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/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

```
%C10KHHCT3-4-LINECARDFAILOVER: LC Y-Cable cutover from subslot [dec]/[dec] due to [chars]
```

Explanation Line card has initiated a y-cable failover.

Recommended Action Copy the message exactly as it appears on the 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

`%C10KHHCT3-4-REDINLCEVT: Redundant inactive i/f ([chars]) event: [chars], reason: [chars]`

Explanation   Internal redundant LC 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/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

`%C10KINT-3-INTERNAL_ERROR: no handler for index [dec]`

Explanation   Internal error: an interrupt has been detected for which no handler has been registered.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10KINT-5-SPURIOUS: Spurious level [dec] interrupt ([dec])`

Explanation   An interrupt for which no cause could be found 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/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.

C10KISSU Messages

The following are Cisco 10000 In Service Software Upgrade messages.

Error Message

```
%C10KISSU-3-GET_MSG_MTU: [chars]: issu_get_msg_mtu error, msg_type [dec] rc
[chars] ([dec])
```

Explanation The ISSU session for the indicated client failed to determine the MTU properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-NEGO_BOOL: [chars]: unable to create watched bool for ISSU nego
```

Explanation The watched boolean to be used for ISSU negotiation failed to be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KISSU-3-NEGO_COUNT: [chars]: ISSU nego counter went negative
```

Explanation The counter used for ISSU negotiation went negative.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KISSU-3-RCV_NEGO_MSG: [chars]: issu_receive_nego_msg returned unexpected
value, rc [chars] ([dec])
```

Explanation During the ISSU negotiation, an unexpected return code was encountered from the receive function. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-RCV_TRANS: [chars]: issu_rcv_transform error, msg_type [dec] rc
[chars] ([dec])
```

Explanation The ISSU session for the indicated client failed to perform the receive message transformation properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-RCV_TRANS_PTR: [chars]: issu_rcv_transform returned a different
pointer, msg_type [dec]
```

Explanation The ISSU session for the indicated client failed to perform the receive message transformation properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-REG_CAP_ENTRY_INFO: [chars]: issu_reg_cap_entry_info error, client_id
[dec] entity_id [dec] entry_id [dec] rc [chars] ([dec])
```

Explanation The ISSU session for the indicated client failed to register its capabilities entry information properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-REG_CAP_GROUP_INFO: [chars]: issu_reg_cap_group_info error, client_id
[dec] entity_id [dec] group_id [dec] rc [chars] ([dec])
```

Explanation The ISSU session for the indicated client failed to register its capabilities group information properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-REG_CAP_TYPE_LIST: [chars]: issu_reg_cap_type_list error, client_id
[dec] entity_id [dec] rc [chars] ([dec])
```

Explanation The ISSU session for the indicated client failed to register its capabilities type list properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-REG_CLIENT_INFO: [chars]: issu_reg_client_info error, client_id [dec]
rc [chars] ([dec])
```

Explanation   The ISSU session for the indicated client failed to register its client information properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-REG_ENTITY_INFO: [chars]: issu_reg_entity_info error, client_id [dec]
entity_id [dec] rc [chars] ([dec])
```

Explanation   The ISSU session for the indicated client failed to register its entity information properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-REG_MSG_GROUP_INFO: [chars]: issu_reg_msg_group_info error, client_id
[dec] entity_id [dec] group_id [dec] rc [chars] ([dec])
```

Explanation   The ISSU session for the indicated client failed to register its message group information properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-REG_MSG_TYPE_LIST: [chars]: issu_reg_msg_type_list error, client_id
[dec] entity_id [dec] rc [chars] ([dec])
```

Explanation   The ISSU session for the indicated client failed to register its message type list properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-REG_SES_INFO: [chars]: issu_reg_ses_info error, rc [chars] ([dec])
```

Explanation   The ISSU session for the indicated client failed to register properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-START_NEGO: [chars]: issu_start_nego_session unexpected RC, rc
[chars] ([dec])
```

Explanation   The ISSU negotiation for the indicated client failed to negotiate properly. This may result in service outages for the client during an ISSU switchover 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/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

```
%C10KISSU-3-UNREG_SES_INFO: [chars]: issu_unreg_ses_info error, rc [chars]
([dec])
```

Explanation The ISSU session for the indicated client failed to un-register properly. This act by itself should not result in any service outage, but is a notable 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/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

```
%C10KISSU-3-USE_NEGO_FAILED: [chars]: attempt to send message when ISSU session
not negotiated
```

Explanation An attempt was made to send a message to our peer following a known failure to negotiate the client's ISSU session. This act by itself should not result in any service outage, but is a notable 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/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

```
%C10KISSU-3-USE_NEGO_INIT: [chars]: attempt to send message when ISSU session not
initialized
```

Explanation An attempt was made to send a message to our peer before the ISSU session had been initialized. This act by itself should not result in any service outage, but is a notable 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/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

`%C10KISSU-3-XMIT_TRANS: [chars]: issu_xmit_transform error, msg_type [dec] rc [chars] ([dec])`

Explanation The ISSU session for the indicated client failed to perform the transmit message transformation properly. This may result in service outages for the client during an ISSU switchover 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/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. C10K_LFI_GENERAL Messages

Recommended Action The following are Cisco 10000 Link Fragmentation and Interleaving messages.

Error Message

`%C10KISSU-5-INFO: [chars]`

Explanation ISSU informational announcements.

Recommended Action No action is required.

Error Message

`%C10KISSU-5-RF_SUSPEND_TIMEOUT: Timeout waiting for LCs to reload — releasing RF`

Explanation Following an ISSU switchover, one or more of the LCs failed to return to proper operation and the time limit to wait was exceeded, allowing the sytem startup to proceed without LC confirmation. This may result in service outages for the affected LCs and a manual reset of these LCs may be required.

Recommended Action Check LCs and possibly reset them.

C10K_JACKET Messages

The following are Cisco 10000 JACKET messages.

Error Message

`%C10KJACKET-1-PARSEINITFAIL: Parser initialization failed in [chars]`

Explanation C10k Jacket Card hardware initialization failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10KJACKET-4-IPCFAIL: [chars], [chars] command failure in ([chars])`

Explanation A command message sent to the line card 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/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

`%C10KJACKET-4-MSGVERSION: Incompatible message version with slot [dec]`

Explanation There is incompatibility between the the message version being sent by the line card and the message version used by the RP.

Recommended Action A microcode reload will solve the problem.

Error Message

`%C10KJACKET-6-BAYINIT: Bay [dec] failed to initialize for jacket in slot [dec]`

Explanation The SPA Bay data structures failed during initialization or activation.

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/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

```
%C10KJACKET-6-BAYMISMATCH: Bay number in message ([dec]) received ([chars])
greater than max number [dec]
```

Explanation Bay number in the message received exceeded maximum number of bays .

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/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

```
%C10KJACKET-6-SLOTMISMATCH: Slot number in message ([dec]) received ([chars])
didn't match plugin slot number [dec]
```

Explanation Slot number in the message received did not agree with plugin value.

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/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

```
%C10KJACKET-6-UNKNOWN: Unknown message ([dec]) received ([chars]) on slot [dec]
```

Explanation An unknown message was received from the line card.

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/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

```
%C10KJACKET-6-UNKNOWNREG: Unknown register type ([dec]) received ([chars]) on slot
[dec]
```

Explanation An unknown message was received from the line card.

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/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.

C10KMFE Messages

The following are Cisco 10000 Fast Ethernet subsystem messages.

Error Message

```
%C10KMFE-1-INITFAIL: [chars], initialization failure
```

Explanation Fast Ethernet hardware initialization failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10KMFE-3-INTERNALISSU: Multiport Fast Ethernet LC ISSU internal error, [chars]
[chars] [dec] [dec]
```

Error Message

```
%C10KMFE-3-MAXADDR: [chars], total addresses greater than [chars]
```

Explanation The number of addresses in the address filter is too large.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KMFE-4-IPCFAIL: [chars], [chars] command failure ([chars])
```

Explanation A command message sent to the line card 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/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

```
%C10KMFE-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation There is incompatibility between the the message version being sent by the line card and
the message version used by the RP. This type of incompatibility could happen if the RP and GE line
card are using different IOS versions due to an RP oir event.

Recommended Action A microcode reload will solve the problem.

Error Message

```
%C10KMFE-6-STATESYNC: Redundancy state synchronization failure slot [dec]/[dec] -
([chars])
```

Explanation A failure occurred in trying to synchronize MFE state information.

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/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

```
%C10KMFE-6-UNKNOWN: Unknown message ([dec]) received ([chars]) from interface
[chars]
```

Explanation An Unknown message received from the line card.

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/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

```
%C10KPDH-4-ALARM: [chars]: [chars] [chars]
```

Explanation The specified PDH Alarm has been declared or released.

Recommended Action Repair the source of the alarm.

Error Message

```
%C10KPDH-4-MODE_CHANGED: A Board-wide command has been applied!!
```

Explanation Command will be applied to all 8 ports on this card.

Recommended Action Change all ports before using command.

Error Message

```
%C10KPDH-6-TXCLOCK: [chars]: Tx clock set to [chars] upon alarm [chars]
```

Explanation When AIS, LOS or OOF deteced, tx clock is auto set to internal mode.

Recommended Action No action is required. C10K_QOS_GENERAL Messages

Recommended Action The following are Cisco 10000 Quality Of Service messages.

Error Message

```
%C10KRF-3-NEGO_BOOL: [chars]: unable to create watched bool for RF ACL Compilation
process
```

Explanation The watched boolean to be used for F ACL Compilation failed to be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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. C10KSDCC Messages

Recommended Action   The following are Cisco 10000 SDCC RF Driver messages.

Error Message

```
%C10KSDCC-3-INTERNAL: SDCC internal: [chars]
```

Explanation   Internal SDCC 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/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

```
%C10KSDCC-3-OP: Interface ([chars]): [chars]
```

Explanation   The SDCC RP driver received an unexpected event.

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Enter the **show config** and **show ipc status** commands to gather data 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/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

```
%C10KSDCC-3-UNKNOWN: Unknown message ([dec]) received ([chars]) from interface
[chars]
```

Explanation   An unknown message received from the line card.

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

`%C10KSDCC-4-MSGVERSION: Incompatible message version with slot [dec]`

Explanation There is incompatibility between the the message version being sent by the line card and the message version used by the RP. This type of incompatibility could happen if the RP and line card use different software versions due to an RP oir event

Recommended Action The only problem is that SDCC statistics are not reported to the RP; a code reload will solve the problem.

Error Message

`%C10KSPAGE-1-INITFAIL: [chars], initialization failure`

Explanation The Gigabit Ethernet hardware initialization 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/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

`%C10KSPAGE-3-CREATION_FAILURE: slot=[dec] subslot=[dec], spa_type=[hex]`

Explanation SPA object creation failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10KSPAGE-3-INVALID_DATA_INSTANCE: interface type [chars], slot [dec] port [dec] vc [dec] : [chars]`

Explanation The 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.

Error Message

%C10KSPAGE-3-MAXADDR: [chars], total addresses greater than [chars]

Explanation The number of addresses in the address filter is too large.

Recommended Action Copy the message exactly as it appears on the 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

%C10KSPAGE-3-NULL_SPA_PTR:

Explanation The 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/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

%C10KSPAGE-3-SFP_BAD_HW: Interface [chars], Gigabit ethernet module (SFP) has bad
HW

Explanation A Gigabit Ethernet SFP could not be read, a CRC error or TX fault has occurred.

Recommended Action Insert a new Gigabit Ethernet SFP into the line card.

Error Message

%C10KSPAGE-3-SFP_MISSING: Interface [chars], Gigabit ethernet module (SFP)
missing

Explanation A Gigabit Ethernet SFP was removed from the line card

Recommended Action Insert a Gigabit ethernet SFP into the line card

Error Message

```
%C10KSPAGE-3-SFP_NON_GIGE: Interface [chars], Inserted module not Gigabit
ethernet module (SFP)
```

Explanation A non-Gigabit Ethernet SFP was inserted into the line card.

Recommended Action Insert a gigabit ethernet SFP into the line card.

Error Message

```
%C10KSPAGE-3-SFP_SECURITY_FAIL: Interface [chars], Gigabit ethernet module (SFP)
is not CISCO approved
```

Explanation The Gigabit Ethernet SFP has failed cisco-EEPROM security check.

Recommended Action Insert a approved vendor SFP into the line card.

Error Message

```
%C10KSPAGE-3-SFP_SPURIOUS: Interface [chars], Gigabit ethernet module (SFP) is a
duplicate spurious
```

Explanation The Gigabit Ethernet SFP has a vendor and serial number duplicate of another.

Recommended Action Insert a approved vendor SFP into the line card.

Error Message

```
%C10KSPAGE-3-SPA_VLANTCAM_EXCEEDED: [chars] vlanid [dec] (qinq [dec]) SPA VLAN
TCAM table full
```

Explanation SPA has a maximum of 8000 VLAN TCAM entries.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10KSPAGE-3-UNKNOWN_FCI_TYPE: [dec]/[dec] unknown SPA fci_type spa type [chars]
```

Explanation An unknown SPA type has been encountered.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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.
C10K_SESSION_GENERAL Messages

Recommended Action   The following are Cisco 10000 PPPoX session-lookup messages.

Error Message

```
%C10KSPAGE-4-IPCFAIL: [chars], [chars] command failure ([chars])
```

Explanation   A command message sent to the line card failed.

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/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

```
%C10KSPAGE-4-MSGVERSION: Incompatible message version with slot [dec]
```

Explanation   There is incompatibility between the the message version being sent by the line card and
the message version used by the RP. This type of incompatibility could happen if the RP and GE line
card are using different IOS versions due to an RP OIR event.

Recommended Action   A microcode reload will solve the problem.

Error Message

```
%C10KSPAGE-6-SFP_OK: Interface [chars], 1000BASE-[chars] Gigabit ethernet module
(SFP) inserted
```

Explanation   A gigabit Ethernet SFP was inserted into the line card

Recommended Action   No action is required.

Error Message

```
%C10KSPAGE-6-STATESYNC: Redundancy state synchronization failure slot [dec]/[dec]
- ([chars])
```

Explanation   A failure occurred in trying to synchronize GE1H state information

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/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

%C10KSPAGE-6-UNKNOWN: Unknown message ([dec]) received ([chars]) from interface
[chars]

>   **Explanation**   An Unknown message received from the line card
>
>   **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/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

%C10K_ACLS-2-NO_XCM_WRITE: The ACL Toaster Client could not write to Toaster
memory.

>   **Explanation**   Unable to write to internal configuration memory. This could be due to a corrupt
>   software image or to a software or hardware problem.
>
>   **Recommended Action**   Copy the message exactly as it appears on the console or in the system log.
>   Research and attempt to resolve the issue using the tools and utilities provided at
>   http://www.cisco.com/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

%C10K_ACLS-2-SW_CORRUPTION: The ACL Toaster Client has been corrupted.

>   **Explanation**   Corrupted function parameter or pointer. This could be due to a corrupt software image
>   or to a software or hardware problem.
>
>   **Recommended Action**   Copy the message exactly as it appears on the console or in the system log.
>   Research and attempt to resolve the issue using the tools and utilities provided at
>   http://www.cisco.com/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. C10K_ALARM Messages

Recommended Action The following are Cisco 10000 Omege alarm subsystem messages.

Error Message

```
%C10K_ACLS-3-INVALID_INDEX: Invalid ACL index or ACL index already free.
```

Explanation No memory available to support this configuration.

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

Error Message

```
%C10K_ACLS-5-FULL_TABLE: ACL Index Table is full.
```

Explanation No memory available to support this configuration.

Recommended Action No action is required.

Error Message

```
%C10K_ALARM-3-ERROR: [chars]
```

Explanation General error 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.

Error Message

```
%C10K_ALARM-3-NOCLASS: Unknown Alarm Severity Class
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10K_ALARM-3-NOMESSAGES: No alarm messages left`

Explanation   There were no more alarm messages available in the message cache.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C10K_ALARM-3-NORESOURCES: Failed to [chars] [chars] alarms for [chars].`

Explanation   There were not enough resources to handle 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/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

`%C10K_ALARM-3-NOSOURCE: Attempt to set alarm status for undefined source`

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

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_ALARM-3-NOTYPE: Attempt to change alarm status for undefined type
```

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

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_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/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. C10K_APS Messages

Recommended Action   The following are NPS APS messages.

Error Message

```
%C10K_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]
```

Explanation   Alarm assertion or deassertion information.

Recommended Action   No action is required.

Error Message

```
%C10K_APS-3-APSEVENTSYNCSTDBY: APS event on standby failed, [chars]
```

Explanation   An APS 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/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

```
%C10K_APS-3-INTERNAL1: APS internal error, [chars] [dec] [dec]
```

Explanation   An APS 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/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

```
%C10K_APS-3-INTERNAL2: APS internal error, [chars] [hex] [hex] [dec]
```

Explanation   An APS 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/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

```
%C10K_APS-3-INTERNALCFG: APS config internal error, [dec] [dec]
```

Explanation   An APS 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/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

```
%C10K_APS-3-INTERNALISSU: C10K APS ISSU internal error, [chars] [chars] [dec]
[dec]
```

Explanation Internal C10K APS ISSU 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/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

```
%C10K_APS-4-SWITCH: Interface [chars] switched from [chars] to [chars] channel
```

Explanation The APS logic has determined that a switch over from one port to another was called for.

Recommended Action No action is required.

C10K_BBA_SESSION Messages

The following are Cisco 10000 Broadband Aggregation messages.

Error Message

```
%C10K_BBA_SESSION-3-EREVENT: [chars] ([dec])
```

Explanation General error used for failures during internal software integrity checks.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10K_BBA_SESSION-3-ERREVENT: [chars] ([dec])
```

Explanation This error indicates a failed session setup due to the lack of a necessary system resource.

Recommended Action If the error relates to a VCCI failure compare the numbers under Maximum and Used columns in output of **sh pxf cpu vcci summary**. If the maximum number of VCCIs are in use the maximum number of sessions supported has been reached. If the error relates to a failure while

allocating space for a MACRW string, compare the numbers under Total and Alloc columns in the output of **sh pxf cpu cef memory** along the row for Mac usage. If these numbers are equal the maximum amount of memory available for MAC RW string storage on the PXF has been reached. Copy the message exactly as it appears on the 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

%C10K_BBA_SESSION-4-WRN2EVENT: [chars] ([dec]) ([dec])

Explanation   The VC is in transition. At the present time the session cannot be added to the PXF session list.

Recommended Action   The session should still be functional. The session list add operation will be retried at a later time. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C10K_BBA_SESSION-4-WRN3EVENT: [chars] ([dec])

Explanation   The encapsulation has been removed from the interface. Session cannot be added to the PXF session list without encapsulation.

Recommended Action   The session would not be functional. The session can be brought up when the encapsulation is added back.Copy the message exactly as it appears on the 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

`%C10K_BBA_SESSION-4-WRNEVENT: [chars] ([dec])`

Explanation A failure has occured possibly relating to system resources.

Recommended Action The session should still be functional but overall system performance may be less than optimal. If you determine that the system is adversley affected, copy the message exactly as it appears on the 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. C10KCARDISSU Messages

Recommended Action The following are Cisco 10000 card ISSU messages.

Error Message

`%C10K_IEDGE-2-FULL_INDEX_TABLE: iEdge Policy Index Table is full.`

Explanation No memory available to support this configuration.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-IEDGE_POLICY_FAILURE: iEdge Service creation failed.`

Explanation Unable to configure policymap to support iEdge services being configured.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-IEDGE_XCM_POLICY_FAILURE: XCM error attaching iEdge policy.`

Explanation Unable to attach iEdge policymap due to XCM error.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-IEDGE_XLTN_SUPPORT: Invalid L4 or PBHK Configuration on C10K. C10K supports limited number of translations in this configuration.`

Explanation L4 PBHK can only support up to a combined 8 translations per direction for the entire session.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-INVALID_ACL_NAME: Invalid ACL Name for this iEdge service.`

Explanation Cannot create duplicate ACLs in the system.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-INVALID_L4_CONFIGURATION: Invalid L4 Configuration on C10K. L4 feature only supported on session level.`

Explanation L4 can only be configured on the entire session, not a flow off the TC configuration.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-INVALID_PBHK_CONFIGURATION: Invalid PBHK Configuration on C10K. PBHK feature only supported on session level.`

Explanation PBHK can only be configured on the entire session, not a flow off the TC configuration.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-MAX_L4_SERVER_CONFIGURATION: L4 feature cannot use more than 256 servers on C10K`

Explanation Invalid L4 configuration on C10K. L4 feature only supports up to 256 servers.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-MAX_PBHK_SOURCE_CONFIGURATION: Invalid PBHK Configuration on C10K. PBHK feature only supports up to 8 portbundle sources.`

Explanation PBHK cannot use more than eight servers to support independent portbundles.

Recommended Action No action is required.

Error Message

`%C10K_IEDGE-2-SW_CORRUPTION: The iEdge Toaster Client has been corrupted.`

Explanation Corrupted function parameter or pointer. This could be due to a corrupt software image or to a software or hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C10K_IEDGE-2-SW_MEMORY_DEPLETION: The iEdge Toaster Client failed to allocate RP Memory.

Explanation Corrupted function parameter or pointer. This could be due to a corrupt software image or to a software or hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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. CK10INT Messages

Recommended Action The following are Cisco 10000 interrupt infrastructure messages.

Error Message

%C10K_IEDGE-3-INVALID_TC_CONFIGURATION: Failed to derive a traffic class in the IEDGE Policy

Explanation Due to a potential misconfiguration, the traffic class for the iedgepolicy could not be derived.

Recommended Action Copy the message exactly as it appears on the 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

%C10K_JACKET4SPA-3-INTERNAL: JACKET4SPA internal error, [chars] [chars] [dec] [dec] [dec] [dec]

Explanation Internal JACKET4SPA 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/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

%C10K_JACKET4SPA-3-MEM_ALLOC_ERROR: [chars]

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/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

%C10K_JACKET4SPA-3-NO_HOST_INFO: slot=[dec] subslot=[dec], spa_type=[hex]

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/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

%C10K_JACKET4SPA-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/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

```
%C10K_JACKET4SPA-3-SPA_CREATION_FAILURE: slot=[dec] subslot=[dec],
spa_type=[hex]
```

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/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

```
%C10K_JACKET4SPA-3-SPA_IPC_FAILED: slot/subslot [dec]/[dec] spa_type [hex] failed
to initialize IPC
```

Explanation Some software or hardware issue has caused the SPA Initialization to fail. This results in SPA being put in inactive 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/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

```
%C10K_JACKET4SPA-3-SPA_WRONGTYPE: Mismatched SPA type ([chars]) in slot
[dec]/[dec]. Expected type [chars]. Use 'no card [dec]/[dec]' command to override
preprovisioning and update card type.
```

Explanation The SPA inserted does not match the currently provisioned SPA type.

Recommended Action Replace wrong SPA with currently provisioned SPA type, or enter no card command to allow new card type to be discovered.

Error Message

```
%C10K_JACKET4SPA-3-UNKNOWN_SPA: slot=[dec] subslot=[dec], spa_type=[hex]
```

Explanation SPA type is either not supported or there is some software problem while creating the 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/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. C10K_LFI_GENERAL Messages

Recommended Action The following are Cisco 10000 Link Fragmentation and Interleaving messages.

Error Message

```
%C10K_JACKET4SPA-6-BAYINIT: Bay [dec] failed to initialize for the Spumoni jacket
in slot [dec]
```

Explanation The SPA Bay data structures failed during initialization or activation.

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/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

```
%C10K_JACKET4SPA-6-SLOTMISMATCH: Slot number in message ([dec]) received
([chars]) didn't match plugin slot number [dec]
```

Explanation Slot number in the message received did not agree with plugin value.

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/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

```
%C10K_JACKET4SPA-6-SPA_IPC_STARTED: slot/subslot [dec]/[dec] spa_type [hex] IPC
Initialized
```

Explanation Software for SPA started.

Recommended Action No action is required.

Error Message

```
%C10K_JACKET4SPA-6-UNKNOWN: Unknown message ([dec]) received ([chars]) on slot
[dec]
```

Explanation An unknown message was received from Spumoni line card.

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/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

```
%C10K_LCRED-3-INTERNAL: LCRED internal error, [chars] [chars] [dec] [dec] [dec]
[dec]
```

Explanation Internal LCRED 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/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

```
%C10K_LCRED-3-ROLEMISMATCH: Mismatched roles ([dec]) sw [chars], hw role:[chars]
```

Explanation Software and hardware view of roles 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/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

```
%C10K_LFI_GENERAL-3-EREVENT: Error @ [chars]:[chars]() line:[dec] - [chars]
```

Explanation General error to be used for sanity tests.

Recommended Action Copy the message exactly as it appears on the 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.

C10K_MULTILINK_FRAGSIZE_BELOW_MIN_WARNING Messages

The following are Cisco 10000 PXF multilink fragment size below minimum warning messages.

Error Message

```
%C10K_MULTILINK_FRAGSIZE_BELOW_MIN_WARNING-2-CRITEVENT: [chars] fragment size
[dec], lower than minimum, new value [dec]
```

Explanation The configured fragment delay for the multilink bundle cannot be supported, based on the bandwidth of each of the bundle's member links. Supporting this fragment delay would require a fragment size which is less than the C10K minimum of 64 bytes (including MLP header). The fragment size can be calculated from: (fragment size including MLP hdr) = ((member bandwidth) * (fragmentdelay)) / 8. Fragment size is being set to the C10K minimum.

Recommended Action Reconfigure the multilink bundle for a higher fragment delay via the 'ppp multilink fragment delay ' command, and compensate for the increased latency elsewhere in the network, or. - Increase the member link bandwidth, if possible (a higher member link bandwidth translates to a larger fragment size).

C10K_MULTILINK_STATE Messages

The following are the Cisco 10000 PXF Multilink State messages.

Error Message

```
%C10K_MULTILINK_STATE-3-EREVENT: [chars]
```

Explanation State change not allowable to preserve bundle integrity.

Recommended Action Copy the message exactly as it appears on the 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.

C10K_MULTILINK_USER_WARNING Messages

The following are the Cisco 10000 PXF Multilink User Warning messages.

Error Message

%C10K_MULTILINK_USER_WARNING-2-CRITEVENT: [chars]

Explanation Lack of resources warning to user.

Recommended Action Copy the message exactly as it appears on the 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.

C10K_NETCLK Messages

Error Message

%C10K_NETCLK-3-CLK_PROC_ERROR: [chars](): [chars]

Explanation C10k netclk processing 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/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

```
%C10K_NETCLK-3-CLK_SRC_FAILURE: Netclk source '[chars]' [chars]
```

Explanation C10k Netclk clock source 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/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

```
%C10K_NETCLK-3-INTERNALISSU: Netclk ISSU internal error, [chars] [chars] [dec]
[dec]
```

Explanation Internal C10k NETCLK ISSU 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. 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

```
%C10K_NETCLK-3-LC_CLK_LOCK_FAILURE: LC [dec]/[dec] DPLL has lost lock
```

Explanation C10k LC DPLL lock 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/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

```
%C10K_NETCLK-3-LC_CLK_LOCK_NOTICE: LC [dec]/[dec] DPLL has recovered lock
```

Explanation C10k LC DPLL lock recovery.

Recommended Action Copy the message exactly as it appears on the 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

%C10K_NETCLK-3-LC_CLK_MODE_NOTICE: LC [dec]/[dec] DPLL mode changed to [chars]

Explanation   C10k LC DPLL lock/mode 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/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

%C10K_NETCLK-3-LC_CLK_SRC_FAILURE: Netclk LC source '[chars]' is out-of-range

Explanation   C10k Netclk LC clock source 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/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

%C10K_NETCLK-5-CLK_SRC_CONFIG: Netclk source '[chars]' configured

Explanation   C10k clock source configured.

Recommended Action   Copy the message exactly as it appears on the 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

`%C10K_NETCLK-5-CLK_SRC_NOTICE: Netclk source '[chars]' [chars]`

Explanation   C10k Netclk clock source recovery.

Recommended Action   Copy the message exactly as it appears on the 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

`%C10K_NETCLK-5-CLK_SRC_SSM: Netclk source '[chars]' received new SSM code:[chars]`

Explanation   C10k clock source ssm code recieved.

Recommended Action   Copy the message exactly as it appears on the 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

`%C10K_NETCLK-5-CLK_SRC_SWITCH: Netclk source switching to '[chars]'`

Explanation   C10k clock source switched to next highest priority .

Recommended Action   Copy the message exactly as it appears on the 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

`%C10K_NETCLK-5-LC_CLK_SRC_NOTICE: Netclk LC source '[chars]' is in-range`

Explanation   C10k Netclk LC clock source recovery.

Recommended Action   Copy the message exactly as it appears on the 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.

C10K_QOS_GENERAL Messages

The following are Cisco 10000 Quality of Service (QOS) messages.

Error Message

%C10K_QOS_GENERAL-3-C10K_QOS_SIMUL_PMAP_ERR: [chars]

Explanation An error has occurred in the Simultaneous Policymaps 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/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

%C10K_QOS_GENERAL-3-EREVENT: Error @ [chars]:[chars]() line:[dec]

Explanation General error to be used for sanity tests.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10K_QOS_GENERAL-4-BLOCK_ID_OWNER: Error in [chars](): Stats block ID [dec] is
not owned by interface [chars]
```

Explanation The C10K IOS software unexpectedly encountered a statistics block ID resource number which was not owned by the expected interface. This interferes with correct operation of periodic 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/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

```
%C10K_QOS_GENERAL-4-C10K_QOS_NO_QUEUING_POLICY_ON_IF: Policy map [chars] with
bandwidth, priority, shape, queue-limit, or random-detect is not supported on
[chars].
```

Explanation The configuration is improper. Queuing-type policies are not allowed on the given 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/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

```
%C10K_QOS_GENERAL-4-C10K_QOS_SPMAP_ILLEGAL_CFG_INT: Policy being applied on
parent interface [chars] for session [chars] is not compatible with current
session policy; Interface policy [chars] will not be inherited by session, and
session policy [chars] will stay attached.
```

Explanation An interface policymap and the policymap on the session traversing the interface are not compatible for Simultaneous Policymap operation.

Recommended Action Remove the policy from the interface and make it non-hierarchical in order to have it work in Simultaneous Policymap along with session policy. Copy the message exactly as it appears on the 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

%C10K_QOS_GENERAL-4-C10K_QOS_SPMAP_ILLEGAL_CONFIG: Policy on session [chars] and
policy on its parent interface [chars] are not compatible as Simultaneous
Policymaps; Interface policy [chars] will be disinherited from session, and
session policy [chars] will be applied.

> **Explanation** An interface policymap and the policymap on the session traversing the interface are not compatible for Simultaneous Policymap 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/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

%C10K_QOS_GENERAL-4-CLASSMAP_MEMORY_LOW: [chars]

> **Explanation** The class-map match statistics resources have been exhausted.

> **Recommended Action** Free up some memory and perform the same action again.

Error Message

%C10K_QOS_GENERAL-4-CLASSMAP_RESOURCES: Maximum class-map instances ([dec]K)
reached

> **Explanation** The class-map match statistics resources have been exhausted.

> **Recommended Action** Change the 'qos match statistics per-match' mode to 'qos match statistics per-class'. This will increase the maximum number of class-map instances, but at the expense of per-match statement statistics.

Error Message

%C10K_QOS_GENERAL-4-CM_ACL_MATCH: Classmap [chars]: Matching on IPv6 '[chars]'
not supported.

> **Explanation** C10K only supports QoS classification on a subset of IPv6 ACL fields.

> **Recommended Action** Remove the offending matching statement from the IPv6 ACL.

Error Message

%C10K_QOS_GENERAL-4-CM_INTERFACE_MATCH: Classmap [chars]: Could not map VCCI =
[dec].

> **Explanation** C10K only supports matching for a maximum of 4095 Interfaces.

> **Recommended Action** Remove the offending matching statement from the ACL.

Error Message

%C10K_QOS_GENERAL-4-CM_MATCH_FLEX_FMT: Classmap [chars]: Too many flexible fields
specified at ([chars]).

Explanation C10K TCAM only supports a limited combination of flexiblefields for classification.

Recommended Action Reduce the number of match criteria in the class.

Error Message

%C10K_QOS_GENERAL-4-CM_MATCH_KEYWORD: Classmap [chars]: Unsupported filter - type
= [dec].

Explanation C10K does not support matching on the specified filter.

Recommended Action Remove the match criteria.

Error Message

%C10K_QOS_GENERAL-4-CM_PROTO_MATCH: Classmap [chars]: Matching on protocol
[chars] not supported.

Explanation C10K only supports matching on IP or IPv6 protocols.

Recommended Action Remove the offending matching statement from the classmap.

Error Message

%C10K_QOS_GENERAL-4-STATS_ALLOC_FAILURE: Queueing/WRED stats allocation failed
because IOS is out of memory

Explanation Could not allocate queueing and/or WRED statistics because IOS memory was exhausted.

Recommended Action Free up some memory and perform the same action again.

Error Message

%C10K_QOS_GENERAL-4-STATS_BLOCK_ID: Error in [chars](): Stats block ID was null,
interface [chars] policy [chars]

Explanation The C10K IOS software unexpectedly encountered a statistics block ID resource number which was null. This interferes with correct operation of periodic 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/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

```
%C10K_QOS_GENERAL-4-STATS_CTR64_PTR: Error in [chars](): Pointer to 64-bit stats
counters was null for block ID [dec] interface [chars]
```

Explanation The C10K IOS software unexpectedly encountered a statistics pointer which was null. This interferes with correct operation of periodic 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/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.

C10K_QUEUE_CFG_GENERAL Messages

The following are Cisco 10000 PXF queuing configuration messages.

Error Message

```
%C10K_QUEUE_CFG_GENERAL-2-EREVENT: Error @ [chars]:[dec]
```

Explanation General error to be used for sanity tests.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10K_QUEUE_CFG_GENERAL-3-EREVENT: Error @ [chars]:[dec]
```

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

Error Message

`%C10K_QUEUE_CFG_GENERAL-3-LOWPAKHANLDES: Free Packet handles are running low!`

Explanation The packet handles (4096K max) are running low new interfaces/VC's may not be created.

Recommended Action Free packet handles by downsizing the queue-limit of the interfaces or if this is for ATM Intfs, go to high vc mode. C10K_QUEUE_CFG_WARNING Messages

Error Message

`%C10K_QUEUE_CFG_WARNING-2-EREVENT: Warning @ [chars]:[dec]`

Explanation This iGeneral warning

Recommended Action Copy the message exactly as it appears on the 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.

C10K_QUEUE_CFG_GENERAL Messages

The following are Cisco 10000 PXF queuing configuration messages.

Error Message

`%C10K_SESSION_GENERAL-3-EREVENT: Session-lookup: [chars]:([dec])`

Explanation General error to be used for sanity tests.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10K_SESSION_GENERAL-3-EREVENT_ADD: Session-lookup: [chars]:([dec]) ([dec])
```

Explanation   General error to be used for sanity tests.

Recommended Action   Copy the message exactly as it appears on the 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.

C10K_TOASTER Messages

The following are Cisco 10000 toaster messages.

Error Message

```
%C10K_TOASTER-0-FP_ERROR: FP Init error: [chars]
```

Explanation   The FP board is not working properly or it is not compatible with this IOS image.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-0-FP_REV: FP rev [dec].[dec] is [chars], require at least
[dec].[dec]
```

Explanation   This Cisco IOS software image is incompatible with the hardware revision of the FP board, or the FP board is supported but with software workarounds for certain hardware problems. In the first case Cisco IOS software does not complete the boot process, in the second case Cisco IOS software will run but may exhibit unexpected behavior.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-0-FP_TYPE: FP type [dec] is [chars]
```

Explanation   This Cisco IOS software image is incompatible with the hardware type of the FP board.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-DOWNLOAD: [chars]: Toaster microcode image [chars]: could not be
downloaded.
```

Explanation   The Toaster microcode could not be downloaded. This could be due to an already corrupted image or to a software or hardware problem.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-HDRCORRUPT: Toaster microcode header of image [chars] has been
corrupted, expected [hex], got [hex].
```

Explanation   The Toaster microcode appears to be corrupted. This could be due to an already corrupted image or, less likely, a software problem.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-IMAGE: Toaster microcode image [chars]: could not be read.
```

Explanation The Toaster microcode could not be read. This could be due to an already corrupted image or, less likely, a software problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-INCOMPAT: This microcode image is incompatible with this Cisco IOS image.
```

Explanation The signature in the microcode image does not match the signature in the IOS image.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-METADATA: Toaster microcode meta-data [chars]: [chars], [chars]
in file: [chars].
```

Explanation The Toaster microcode appears to be corrupted. This could be due to an already corrupted image or, less likely, a software problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-OPER: Toasters not operational: [chars]
```

Explanation The Toaster clients could not be made operational. This could be due to a software or hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-ROW: Toaster microcode header of image [chars] does not match
block [chars], row [dec] not row [dec].
```

Explanation The Toaster microcode appears to be corrupted. This could be due to an already corrupted image or, less likely, a software problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-START: Toasters not started: memory state: [dec], expected [dec].
```

Explanation The Toaster clients could not be started. This could be due to a software or hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-TDB: Could not find control block for Toaster image [chars].
```

Explanation A software error occurred that prevented locating the control block representing this Toaster.

Recommended Action Copy the message exactly as it appears on the 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

```
%C10K_TOASTER-1-UNUSABLE: No usable Toaster microcode
```

Explanation No usuable Toaster could be loaded. This could be due to an already corrupted image or to a software or hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C10K_TOASTER-1-WRONGIMAGE: The image downloaded to the Router is a mismatch
```

Explanation The image downloaded to the router is not supported by the hardware. An image that matches the hardware needs to be reloaded.

Recommended Action An image which matches the Routers hardware needs to loaded

Error Message

```
%C10K_TOASTER-2-BADCHKSUM: Bad C10K_TOASTER microcode checksum, expected [dec],
got [dec].
```

Explanation The checksum evaluated through the microcode does not match the checksum recorded in the header. Image is very likely 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/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

%C10K_TOASTER-2-BADREAD: Read failed for [chars] on C10K_TOASTER [chars].

Explanation There was a read error on the file during the microcode image load on the C10K_TOASTER column.

Recommended Action Copy the message exactly as it appears on the 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

%C10K_TOASTER-2-DUMP: C10K Toaster has crashed, attempting to write core file(s).

Explanation The C10K Toaster has crashed because of an exception, Depending on current configuration, one or more core files will be generated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C10K_TOASTER-2-DWNLOAD: Could not download the microcode into C10K_TOASTER processor @ column [dec] row [dec].

Explanation Aproblem ocurred that prevented microcode from being downloaded to TOASTER, this could be either a software or hardware abnormality.

Recommended Action Copy the message exactly as it appears on the 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

%C10K_TOASTER-2-NONEXIST: Could not open or stat [chars] for PXF [chars].

Explanation   There is a possibility that the C10K_TOASTER microcode may not be bundled into the
image correctly or a software error occurred that prevented locating the microcode.

Recommended Action   Copy the message exactly as it appears on the 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

%C10K_TOASTER-2-NOTALLOWED: Microcode reload is not allowed in stand-by

Explanation   In the stand-by, PRE 'microcode reload pxf' is not allowed.

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%C10K_TOASTER-2-STALL: Toaster Stall detected

Explanation   The C10K Toaster driver detected a toaster stall 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/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

`%C10K_TOASTER-3-ERROR: [chars]`

Explanation   General error 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.

Error Message

`%C10K_TOASTER-6-STARTLOAD: Downloading Microcode: file=[chars], version=[chars], description=[chars]`

Explanation   Microcode is being downloaded to TOASTER, this is an informational message only.

Recommended Action   No action is required.

Error Message

`%C10K_TOASTER-6-STARTPXF:!!pxf clients started, forwarding code operational!!`

Explanation   PXF clients have been started.

Recommended Action   No action is required.

C1400 Messages

Error Message

`%C1400-4-BADINTFC: Interface %d, (0-1 Onboard interfaces 2=WIC) Invalid interface (Unknown, Uninitialized or Bad Cookie value read)`

Recommended Action   .

Error Message

`%C1400-4-INTFCNOFLH: Unable to load images or communicate over interface`

Recommended Action   .

Error Message

`%C1400_PCI-3-BADADDR: Conversion of address (0x%x) to little_endian failed.`

Explanation A software error occurred in trying to determine PCI device addressing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%C1400_PCI-3-BADADDR2: Conversion of address (0x%x) to big_endian failed.`

Explanation A software error occurred in trying to determine PCI device addressing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%C1400_PCI-3-BADPCIRD: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d,register %d`

Explanation The system could not read from the PCI Bus. It may be necessary to replace the board.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C1400_PCI-3-BADPCIWR: PCI Configuration Write Failed for bus %d, Device %d,
function %d, register %d
```

Explanation The device initialization code was unable to write to the PCI Bus. It may be necessary to replace the board.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C1400_PCI-3-BIG_ENDIAN_ADDR: Conversion of address (0x%x) to big_endian is not
supported
```

Explanation Conversion of an address to an equivalent big endian address is not supported by QSpan PCI device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C1400_PCI-3-LITTLE_ENDIAN_ADDR: Conversion of address (0x%x) to little_endian is
not supported
```

Explanation Conversion of an address to an equivalent little endian address is not supported by QSpan PCI device.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%C1400_PCI-3-PCI_NOT_EXIST: PCI Bus bridge does not exist

Explanation The device initialization code was unable to locate the PCI Bus bridge. It may be necessary to replace the board.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C1600 Messages

Error Message

%C1600-4-BADINTFC: Interface %d, (0-1 Onboard interfaces 2=WIC) Invalid interface (Unknown, Uninitialized or Bad Cookie value read)

Explanation Your router is functional; however, there is an interface that the software does not recognize.

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

Error Message

%C1600-4-INTFCNOFLH: Unable to load images or communicate over interface

Explanation The operation might have failed because of a transient network problem.

Recommended Action Retry the operation. If the problem persists, call your technical support representative for assistance.

C1700 Messages

Error Message

%C1700-1-OVERTEMP: System detected OVERTEMPERATURE condition. Putting the system
in Power save mode and going to rommon. Please resolve cooling problem and restart
system!

Explanation The environmental monitor detected a high-temperature condition.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Call your technical support representative for assistance, if necessary.

Error Message

%C1700-1-SHTDN: The shutdown button is pressed, MRP will be into shutdown mode

Explanation The machine enters the checkstop state, which stops all the tasks and has to be hardware reset in order to bring back

Recommended Action Power cycle reset

Error Message

%C1700-3-BADIMAGE: The IOS image loaded supports voice. The platform you are
running is not voice capable.

Explanation The voice-capable IOS detects it is running on a platform which does not support voice.

Recommended Action Check the image and the platform. If you need to use voice, you should get a c1750. If you do not need voice, you should load an image which does not include voice.

Error Message

%C1700-3-BADPA: Invalid Port Adaptor type (%d) reported for mainboard

Explanation The 'virtual' port adaptor type derived from the mainboard type isnot one of the supported types. It may be that this mainboard is a newmainboard type and the software release you are running does not supportthe new mainboard type.

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

Error Message

%C1700-3-BAD_EEPROM_VERSION: The eeprom version field has an invalid entry (%c)

Explanation The Cookie has an invalid version number and could possibly becorrupt.

Recommended Action .

Error Message

%C1700-3-E1T1_SPEED_UNAVAILABLE: Requested speed is not supported on
[dec]/[dec]:[dec]

Explanation The call speed requested by the user is not supported on the time slot indicated in the error message. The default call speed is 64 kbps. To use 48 or 56 kbps speeds, multi-channel support must be enabled on the time slots.

Recommended Action Enter the tdm multichannel command to enable multichannel support for the time slot.

Error Message

%C1700-3-NOCONFIG: Could not download startup configuration from the tftp server.

Explanation Startup configuration could not be downloaded from the tftp server. The specified file might not be available or the server might be unreachable.

Recommended Action Check the file name and availability on the server. Check if the network is up and the tftp server could be reached.

Error Message

%C1700-3-NOMAC: Can't allocate MAC address for interface %u

Recommended Action .

Error Message

%C1700-3-TDMMODIFUNKNOWN: TDM Module does not support WAN Interface module %x in
slot %d

Explanation The WAN interface card was not recognized by the TDM module. Internal connections required for this WAN interface card to function were not made

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

Error Message

%C1700-5-WRITEMEM: NVRAM configuration is not supported.

Explanation Startup configuration could not be stored in NVRAM. It is stored in the SBC

Recommended Action The config is automatically saved by the management application. It could also be saved by copying the running config to a server using ftp.

Error Message

`%C1700_EM-1-ALIGN: Alignment failure on packet buffer: 0x%08x`

Explanation A software error occurred. The VPN Module driver detected that the buffer is not aligned correctly.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C1700_EM-1-BADSEMAPHORE: VPN Module cannot lock semaphore sem=%d`

Explanation VPN Module cannot lock semaphore.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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.

C1700_EM Messages

The following are Cisco 1700 Encryption Module (EM) messages.

Error Message

`%C1700_EM-1-EM_MULTDEV: Multiple VPN Modules not supported, (%d) found`

Explanation Multiple VPN Modules not supported

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-1-EM_PROC_ALIGN: VPN Module Command Processor alignment error: (%s=%#X)
```

Explanation   VPN Module Command Processor alignment error.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-1-EM_PROC_INIT: VPN Module Command Processor initialization failed:
(%s)
```

Explanation   VPN Module Command Processor initialization failed.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-1-ERROR: %s
```

Explanation   An error occured in the application using VPN Module.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C1700_EM-1-INITFAIL: Slot %d: %s`

Explanation The VPN Module driver failed to initialize at the specified point.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C1700_EM-1-MBX_BADSTATE: VPN Module CGX mailbox bad state: found=%x, expect=%x`

Explanation VPN Module CGX mailbox bad state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C1700_EM-1-NOMEMORY: %s creation failed for slot %d`

Explanation The VPN Module driver could not allocate memory for the specified data structure.

Recommended Action Consider adding more memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C1700_EM-1-OWNER: %s packet buffer, pak=0x%08x`

Explanation A software or hardware error occurred. The VPN Module driver detected that the buffer ring is in an inconsistent and unrecoverable state.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C1700_EM-1-TOOBIG: %s received a packet with size %d.`

Explanation Packet exceeds MTU size

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C1700_EM-3-BADBOOTSTATUS: VPN Module returned bad boot status: (%d)`

Explanation VPN Module boot sequence error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-3-DOWNLOADFAIL: VPN Module firmware download failed: %s
```

Explanation   VPN Module firmware download failed.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-3-DSP_NOT_RESPONDING: VPN Module DSP is not responding.
```

Explanation   VPN Module DSP is not responding.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-3-EM_PROC_ERR: VPN Module Command Processor error: (%s)
```

Explanation   VPN Module Command Processor error.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-3-MEMTESTFAIL: VPN Module failed its onboard memory test. Page 0x%X,
Addr 0x%X, Wrote 0x%X, Read 0x%X
```

Explanation VPN Module memory test error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-3-NVRAMFAIL: VPN Module could not read its own NVRAM configuration: (%d)
```

Explanation VPN Module NVRAM error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-3-PROC_BADEVENT: VPN Module Command Processor got event: major=%d,
minor=%d
```

Explanation VPN Module Command Processor error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C1700_EM-6-SHUTDOWN: %s shutting down
```

Explanation The specified VPN Module is shutting down. It may have been physically removed.

Recommended Action This is an informational message only. It occurs in normal operation.

C1800 Messages

Error Message

```
%C1800-1-NOWICOUNTRYCODE: Router cookie corrupted.
```

Explanation Cookie in boot flash is corrupted, defaulting to Radio code for US. Radio interfaces may not functioni as 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/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

```
%C1800-3-BADPA: Invalid Port Adaptor type ([dec]) reported for mainboard
```

Explanation The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a new mainboard type and the software release you are running does not support the new mainboard type.

Recommended Action Copy the message exactly as it appears on the 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

```
%C1800-3-BAD_EEPROM_VERSION: The eeprom version field has an invalid entry
([char])
```

Explanation The Cookie has an invalid version number and could possibly be corrupt.

Recommended Action Copy the message exactly as it appears on the 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

`%C1800-3-NOMAC: Can't allocate MAC address for interface [int]`

Explanation A MAC address could not be allocated because of an incorrect slot and port combination that exceeds the maximum available hardware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. .

Error Message

`%C1800-3-NVERASEFAIL: Failed to erase config due to internal error`

Explanation The password protection feature has failed to erase config due to internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C1800-3-SPIACQUIREFAIL: Failed to acquire SPI due to internal error, spi_running [dec] spi_locked [dec]`

Explanation Fail to acquire the SPI in PowerQuicc III due to inconsistent internal 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/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

%C1800-3-SPIRELEASEFAIL: Failed to release SPI due to internal error, spi_running [dec] spi_locked [dec]

Explanation Fail to acquire the SPI in PowerQuicc III due to inconsistent internal 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/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

%C1800-3-UNSUPWICOUNTRYCODE: The wireless country code ([int]) is not supported.

Explanation C1800 does not support this country code. Radio interfaces will not 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/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

%C1800_HW_CRYPTO-0-SEC_KAT_FAILURE: Motorola SEC 2.0 Known Answer Test failed ([chars])

Explanation One of the known answer tests has failed. The hw crypto engine is not operable in this 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/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.

C2400_DSX1 Messages

The following are C2400 DSX1 messages.

Error Message

`%C2400_DSX1-3-ERROR: NULL`

Explanation This message provides information regarding 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%C2400_DSX1-5-C2400_NOTICE: NULL`

Explanation This is a notification message.

Recommended Action No action is required.

C2600 Messages

Error Message

`%C2600-1-OVERTEMP: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!`

Explanation The environmental monitor detected a high-temperature condition.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C2600-3-BADADDR: c2600_little_endian_addr: Attempted conversion of invalid
address (0x%x)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C2600-3-BADADDR2: c2600_big_endian_addr: Attempted conversion of invalid address
(0x%x)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C2600-3-BADBAYDEV: get_pci_dev_num: Invalid bay (%d) or device number offset (%D)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C2600-3-BADDEVNO: pas_get_device_subunit: Invalid PCI device number: %d`

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C2600-3-BADNV: Detected invalid NVRAM size: %d bytes`

Explanation The detected size of NVRAM is not one of the supported sizes.The NVRAM may be bad.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C2600-3-BADPA: Invalid Port Adaptor type (%d) reported for mainboard`

Explanation The 'virtual' port adaptor type derived from the mainboard type isnot one of the supported types. It may be that this mainboard is a newmainboard type and the software release you are running does not supportthe new mainboard type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C2600-3-BADPCIRD: PCI Configuration Read Cycle Failed for bus %d, Device %d,
function %d, register %d
```

Explanation A PCI Bus Configuration Read cycle failed. The mainboard needs to be replaced.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C2600-3-BADPCIWR: PCI Configuration Write Cycle Failed for bus %d, Device %d,
function %d, register %d
```

Explanation A PCI Bus Configuration Write cycle failed. The mainboard needs to be replaced.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C2600-3-NOMAC: Can't allocate MAC address for interface %u/%u
```

Explanation All the available MAC addresses for the system have been allocated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C2600-3-NVERASEFAIL: Failed to erase config due to internal error`

Explanation Password protection feature failed to erase config due to internal error

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C2600_MAINBOARD_ASYNC_PQUICC-3-NOMEMORY: No memory for %s of unit %d`

Explanation The router does not have enough memory to perform the function

Recommended Action Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

C2950 Messages

Error Message

`%C2950_MONITOR-3-C2950MONITOR_UNKNOWN_PARAM: Unknown trap type:[dec] received in emt_call function.`

Explanation Unknown trap type. Some feature requires this trap type to 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/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

C29ATM Messages

Error Message

`%C29ATM-3-IF_INDEX_ARRAY: The IF index array is full, count 0x%x`

Recommended Action .

Error Message

`%C29ATM-3-NO_CREATE_VCC: Cannot create VCC %s.`

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C29ATM-3-OUT_BAD_VCD: The module attempted to transmit frame on a closed or non-existent VCD  : vcd = %d`

Explanation The module attempted to transmit frame on a closed or non-existent VCD.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C29ATM-3-OUT_OF_VCD: Cannot create VCC for %s, run out of VCD`

Explanation The module was unable to create a VCC for the specified service.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C29ATM-4-AT_DEBUG: %s: %s : %d

Explanation   Address Table Managment

Recommended Action   Copy the message exactly as it appears on the 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

%C29ATM-4-AT_DEBUG_MAC: %s: %s : %e

Explanation   Address Table Managment

Recommended Action   Copy the message exactly as it appears on the 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

%C29ATM-4-AT_DEBUG_TB: %s: %s : %d

Explanation   Address Table Managment

Recommended Action   Copy the message exactly as it appears on the 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

```
%C29ATM-4-AT_VLAN_DEBUG: %s: %s  : %d
```

Explanation   Address Table Managment

Recommended Action   Copy the message exactly as it appears on the 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

```
%C29ATM-4-BIG_CONTROL_FRAME: AAL5 discarded because it is too large to buffer: vpi
= %d, vci = %d, size = %d
```

Explanation   An AAL5 frame destined for IOS was discarded because it was too large to buffer.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C29ATM-4-IF_IDB: %s: %s
```

Explanation   ATM IDB

Recommended Action   If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C29ATM-4-NOVCINFO: %s discarded because it is not associated with a VCD  : vpi =
%d vci = %d
```

Explanation An OAM cell or an AAL5 frame was discarded because it was not associated with a VCD

Recommended Action Check the configuration of your ATM switch.

C2KATM Messages

Error Message

```
%C2KATM-0-HOST_IF_BIT: Host interface bit not set.
```

Recommended Action .

Error Message

```
%C2KATM-3-IF_INDEX_ARRAY: The IF index array is full, count 0x%x
```

Recommended Action .

Error Message

```
%C2KATM-3-NO_CREATE_VCC: Cannot create VCC %s.
```

Explanation The module was not able to create a VCC for the specified service.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%C2KATM-3-OUT_BAD_VCD: The module attempted to transmit frame on a closed or
non-existent VCD  : vcd = %d
```

Explanation The module attempted to transmit frame on a closed or non-existent VCD.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

`%C2KATM-3-OUT_OF_VCD: Cannot create VCC for %s, no free VCDs`

Explanation   The module was unable to create a VCC for the specified service.

Recommended Action   If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C2KATM-4-BIG_CONTROL_FRAME: AAL5 discarded because it is too large to buffer: vpi = %d, vci = %d, size = %d`

Explanation   An AAL5 frame destined for IOS was discarded because it was too large to buffer.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C2KATM-4-NOVCINFO: %s discarded because it is not associated with a VCD  : vpi = %d vci = %d`

Explanation   An OAM cell or an AAL5 frame was discarded because it was not associated with a VCD

Recommended Action   Check the configuration of your ATM switch.

C3200 Messages

Error Message

`%C3200_FE-1-INITFAILP: C3200/FE([dec]/[dec]), Init failed at [chars]`

Explanation   Fast Ethernet could not allocate an I/O buffer pool.

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

Error Message

`%C3200_FE-1-MACADDRFAIL: C3200/FE([dec]/[dec]), Unable to set the Mac-address for the interface`

Explanation   The FEC could not set the MAC address of the interface.

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

Error Message

`%C3200_FE-1-SHOWFAIL: C3200/FE([dec]/[dec]), Memory error at [chars]`

Explanation   The FEC could not allocate memory to display the controller.

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

Error Message

%C3200_FE-2-NOISL: Interface [chars] does not support ISL

Explanation The interface cannot be configured as an ISL trunk.

Recommended Action Check the system configuration.

Error Message

%C3200_FE-3-OVERFLO: C3200/FE([dec]/[dec]), Receive overflow

Explanation While a frame was being received, the local buffer of the controller chip transmitted insufficient data because data could not be transferred to DRAM quickly enough to keep pace with its input rate. Normally, such a condition is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required.

Error Message

%C3200_FE-3-UNDERFLO: C3200/FE([dec]/[dec]), Transmit underflow

Explanation While a frame was being transmitted, the local buffer of the controller chip received insufficient data because data could not be transferred to the chip quickly enough to keep pace with its output rate. Normally, such a condition is temporary, depending on transient peak loads within the system.

Recommended Action The system should recover. No action is required. C3800 Messages

Recommended Action The following are Cisco 3800 platform messages.

Error Message

%C3200_FE-4-BABBLE: C3200/FE([dec]/[dec]), Babble error, CSR[dec]=[hex]

Explanation The transmitter has been on the channel longer than the time required to transmit the largest frame.

Recommended Action The system should recover. No action is required.

Error Message

%C3200_FE-5-EXECOLL: C3200/FE([dec]/[dec]), Excessive collision

Explanation Excessive collisions have occurred on the Fast Ethernet interface.

Recommended Action No action is required.

Error Message

%C3200_FE-5-LATECOLL: C3200/FE([dec]/[dec]), Late collision

Explanation   Late collisions have occurred on the Fast Ethernet interface.

Recommended Action   If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. No other action is required.

Error Message

%C3200_FE-5-LOSTCARR: C3200/FE([dec]/[dec]), Lost carrier. Transceiver problem?

Explanation   The cable or transceiver is not connected.

Recommended Action   Connect the cable or the transceiver.

C3600 Messages

Error Message

%C3600-3-BADNV: Detected invalid NVRAM size: %d bytes

Explanation   The detected size of NVRAM is not one of the supported sizes.The NVRAM may be bad.

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

Error Message

%C3600-3-BADPLAT: Unknown platform type

Explanation   The Cisco IOS software image does not recognize the motherboard revision of this router. This could indicate either a hardware failure or that the software needs to be upgraded to recognize newer hardware.

Recommended Action   Verify you are using a recommended revision of the Cisco IOS Software for your hardware. Upgrade if necessary. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C3600-3-CHASSIS: Unknown chassis model.
```

Explanation Data stored in midplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

Error Message

```
%C3600-3-NOMAC: Can't allocate MAC address for interface %u/%u
```

Explanation MAC address allocation failed because of an incorrect slot and port combination, which exceeds the maximum available hardware.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C3600-3-NVERASEFAIL: Failed to erase config due to internal error
```

Explanation Password protection feature failed to erase config due to internal error

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

Error Message

```
%C3600-3-SLOTS: Number of slots in chassis is undefined.
```

Explanation Data stored in midplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

Error Message

```
%C3600-4-COOKIE: Corrupt or missing MAC address cookie using random base %e
```

Explanation Data stored in midplane is bad.

Recommended Action Contact technical support to update your system.

Error Message

```
%C3600-4-MACBLKSIZE: Unknown MAC address block size.
```

Explanation Data stored in backplane is bad or incomplete.

Recommended Action Contact technical support to update your system.

Error Message

```
%C3600-4-VERSION_MISMATCH: Midplane data version mismatch.
```

Explanation Data stored in midplane is out of date and needs update.

Recommended Action Contact technical support to update your system.

C3800 Messages

Error Message

```
%C3800-3-HWIC_SPURIOUS_INTR: Spurious Error interrupt on HWIC [dec]. Interrupt
masked
```

Explanation An HWIC error interrupt handler could not be found.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%C3800-3-PAK_NOT_CLEAN: Pak returned to input onboard GE interface has particles
at [chars]. Particle Count = [dec]. First 40 bytes of Pak: [chars]
```

Explanation A packet that contains particles has been detected while the onboard GE was performing post-packet processing.

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

Error Message

`%C3800-3-RTC_CHIP_NOT_RESPONDING: RTC (real time clock) chip is not responding`

Explanation The real time clock that operates through the SMBus has timed out. Calendar functions will not be 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%C3800-3-RTC_FAILURE: [chars] onboard Real Time Clock [chars] chip failed`

Explanation The RTC chip experienced failure during a read or write operation. This condition could be due to a high system 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

C3800_ENVM Messages

The following are environmental messages.

Error Message

`%C3800_ENVM-1-BP_THERMAL: System detected a thermal warning on the Backplane`

Explanation The backplane has experienced an over-temperature condition.

Recommended Action Unavailable.

Error Message

`%C3800_ENVM-1-PS_THERMAL: System detected a thermal warning on SYS PS [dec]. The PS is close to autoshutdown limit`

Explanation The power supply has experienced an over-temperature condition. The specified power supply may be automatically shut down in a short period of time.

Recommended Action Unavailable.

Error Message

`%C3800_ENVM-3-MFAIL_OFF: There is more than one failure with the Power System [dec] or this Power System has been turned off.`

Explanation The power system has experienced multiple failures, or the power system has been turned off. This message indicates that a critical condition has occurred.

Recommended Action Examine the LEDs on the power supply to identify the failures or turn on the power supply.

Error Message

`%C3800_ENVM-3-PS_AUX_FAIL: System detected AUX(-48V) PS [dec] Fail Condition`

Explanation The auxiliary -48V power supply has experienced a failure.

Recommended Action Replace the power supply.

Error Message

`%C3800_ENVM-3-PS_FAN_FAIL: System detected SYS PS [dec] Fan Fail Condition`

Explanation The power supply has experienced a fan failure.

Recommended Action Replace the power supply.

Error Message

`%C3800_ENVM-3-PS_FAN_OK: SYS PS [dec] Fan Condition is now normal`

Explanation The previously reported fan failure has cleared.

Recommended Action No action is required.

Error Message

`%C3800_ENVM-3-PS_INPUT_FAIL: System detected SYS PS [dec] Input Voltage Fail Condition`

Explanation The input to the power supply has failed.

Recommended Action Verify that the power cord is plugged into the power supply and ensure that power is available to the input.

Error Message

%C3800_ENVM-3-PS_INPUT_OK: Input Voltage to SYS PS [dec] is now normal

Explanation The previously reported input voltage fail condition has cleared.

Recommended Action No action is required.

Error Message

%C3800_ENVM-3-PS_OUTPUT_FAIL: System detected SYS PS [dec] DC Output Voltage Fail
Condition

Explanation The power supply has failed.

Recommended Action Replace the power supply.

Error Message

%C3800_ENVM-3-PS_OUTPUT_OK: SYS PS [dec] Output is now normal

Explanation The previously reported output voltage fail condition has cleared.

Recommended Action No action is required.

Error Message

%C3800_ENVM-5-RPS: Redundant power supply [chars]

Explanation A redundant power supply either has been attached or has been removed.

Recommended Action No action is required.

Error Message C3825 Messages

Recommended Action The following are Cisco 3825 messages.

Error Message

%C3825-3-OIR_NOT_SUPPORTED: OIR event detected on slot [dec]. OIR not supported
on this platform. Inserting or removing modules while router is powered on may
cause router to crash

Explanation An OIR event has detected a module in the slot specified in the message text. OIR
operations are not supported on this platform. Inserting or removing modules while the router is
operational may cause the router to crash

Recommended Action Do not insert or remove network modules while the router is operational.

Error Message

`%C3PL_TARGET-4-NOREG: No %s callback registered for %s. Using default function.`

Explanation A support function for a specific kind of QoS attachment point is not available. A default behavior was applied instead.

Recommended Action Please copy the message exactly as it appears and report it to your technical support representative. Please also provide the output from show version, show running-config and show policy-map interface.

C4GWY_DSPRM Messages

Error Message

`%C4GWY_DSPRM-3-INSUFFICIENT: Insufficient DSP resources for timeslot %d on port %s`

Explanation The configuration requires more DSP resources than are available.

Recommended Action Change the configuration to specify fewer used timeslots. Install additional DSP resources to allow more complex configurations.

Error Message

`%C4GWY_DSPRM-5-DSPFAIL: DSP %d is in the failed state`

Explanation The DSP entered the FAILED state due to alarm indications.

Recommended Action Replace the DSP resource.

Error Message

`%C4GWY_DSPRM-5-DSPNOTPRESENT: DSP %d is not present`

Explanation All 4 DSP SIMMs not available .

Recommended Action Install all 4 hardware DSP SIMMs .

Error Message

`%C4GWY_DSPRM-5-KEEPALIVE: DSP %d in slot %s, NOT RESPONDING - auto restart(%d times)`

Explanation The DSP failed the background keep-alive test.

Recommended Action No action is required.

Error Message

`%C4GWY_DSPRM-5-SETCODEC: Configured codec %d is not supported with this dsp image.`

Explanation Codec negotiation failed.

Error Message

`%C4GWY_DSPRM-5-UPDOWN: DSP %d, changed state to %s`

Explanation The DSP resource changed state.

Recommended Action No action is required.

C4K Messages

Error Message

`%C4K_IOSINTF-4-DYNAMICPOLICYMEMOVERFLOW: Dynamic policy memory exhausted - %s policy for host %i on port %s not applied.`

Explanation The memory allocated for dynamic host policies (dynamic ACLs and URL redirection) has been completely used. Policy for the host and interface specified is not applied by the platform. Traffic from the host on that interface will hit the default PACL instead.

Recommended Action Reduce either the number of hosts on the system with dynamic policy or the size of the dynamic policies being applied.

Error Message

`%C4K_IOSINTF-4-INTVLANALLOCFAIL: Failed to allocate internal VLAN for interface %s. The interface will remain down.`

Explanation When a routed port or port channel interface is enabled, it must allocate an internal VLAN in order to operate. If there are no internal VLANs available when an interface is enabled, the interface remains down and this message is logged.

Recommended Action An internal VLAN can be freed up by disabling some other routed port or port channel interface or by deleting a user configured VLAN in the 1006 to 4094 range. Once a VLAN is made available, the interface will come up if it is disabled and re-enabled.

Error Message

`%C4K_IOSINTF-4-REFLEXIVEACLNOTSUPPORTED: Reflexive Acls are not supported. Ignoring the %s entry.`

Explanation Reflexive Acls are not supported. Aces with Evaluate and Reflect keywords are ignored.

Recommended Action Do not configure Aces with Evaluate or Reflect keyword.

Error Message

`%C4K_IOSINTF-5-FA1DISABLED: Management interface disabled`

Explanation The management port has been disabled because it is not supported on the peer supervisor.

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

Error Message

`%C4K_IOSINTF-5-FA1ENABLED: Management interface enabled`

Explanation The management port has been re-enabled as it is now supported on the peer supervisor or because the peer supervisor has now been reloaded or removed.

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

Error Message

`%C4K_IOSINTF-5-NOPRIMARYVLANASSOCIATION: Packet received on interface %s in vlan %d without primary vlan association. %e will not be secured.`

Explanation A packet received in secondary vlan which does not have primary vlan association. This can occur in port security where packet comes on regular trunk port in secondary vlan which does not have any primary vlan association.We do not secure mac address in such situation.

Recommended Action Associate this secondary vlan with valid primary vlan and try to secure this mac-address again.

Error Message

`%C4K_IOSINTF-5-NOTXVLAN: Router Port %s has no internal vlan assigned to transmit packet`

Explanation The L3 Interface specified does not have an internal vlan assigned.

Recommended Action This can occur if there is a duplicate IP network assignment on different L3 interfaces. Remove the duplicate IP network configured on the interface; assign the correct IP network and do 'no shutdown' on this interface.

Error Message

`%C4K_IOSINTF-5-OUTPACLDISABLEDUETORACL: Output PACL %s is disabled on port %s, conflicting with output RACL %s on SVI %d.`

Explanation Output RACL and output PACL is mutually exclusive. If the port is enabled in some SVI that has output RACL configured, then the output PACL on the port is disabled.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C4K_IOSINTF-5-OUTPACLDISABLEDUETOVACL: Output PACL %s is disabled on port %s,
conflicting with VACL %s on vlan %d.

Explanation VACL and output PACL is mutually exclusive. If the port is enabled insome vlan that
has VACL configured, then the output PACL on the portis disabled.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%C4K_IOSINTF-5-RJ45ACTIVE: Slot= %d Port= %d: RJ45 connector has become active

Explanation A dual media port has changed from the sfp to using the RJ45 connector

Recommended Action No action is required.

Error Message

%C4K_IOSINTF-5-RJ45INACTIVE: Slot= %d Port= %d: RJ45 connector has become inactive

Explanation A dual media port has changed from using the RJ45 connector to the sfp

Recommended Action No action is required.

Error Message

%C4K_IOSINTF-5-STALEPHYPORT: Dropping packets to be transmitted out on port %s (
Linecard in Slot %d may have been removed)

Explanation During hot-swapping operations, sometimes, a prevously queued packet may be
transmitted after a delay, by which time, the linecard does not exist anymore. This indicates such
packets are being dropped

Recommended Action This occurs when there are queued packets that are transmitted, by which time
the linecard in that slot has been removed already. If the problem persists even without any
hotswapping operations, please contact your Cisco Technical Support representative

Error Message

`%C4K_IOSINTF-5-TRANSCEIVERINSERTED: Slot=%d Port=%d: Transceiver has been inserted`

   Explanation   An approved vendor transceiver has been inserted

   Recommended Action   No action is required.

Error Message

`%C4K_IOSINTF-5-TRANSCEIVERREMOVED: Slot=%d Port=%d: Transceiver has been removed`

   Explanation   An approved vendor transceiver has been removed

   Recommended Action   No action is required.

Error Message

`%C4K_IOSINTF-5-TXL3PKTONPHYPORT: Transmitting L3 packet on a physical port %s that is part of %s (%d packets). Make sure the physical port in the L3 port channel does not have an ip addresses configured on it.`

   Explanation   The L3 protocols operate at the logical port level and not on physical port level. This message indicates an situation that causes L3 protocol packets to be sent on a physical port that is part of a bundle. This can happen if there is a misconfiguration. Maybe there is an ip address assigned to a physical port that is part of a layer 3 port channel

   Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C4K_IOSINTF-5-TXPKTDROPONETHERCHANNEL: Dropping transmit packet out of interface %s`

   Explanation   A packet to be transmitted out of a Port-Channel is being dropped during transitions in the Port-Channel membership

   Recommended Action   This occurs when a packet is being transmitted out of the aggregate port by higher layer protocols, but the software cannot find specific state information. This can temporarily happen when physical ports transition into or out of the channel. If the problem persists, please contact your Cisco Technical Support representative

Error Message

`%C4K_IOSSYS-2-EVENTSCHEDULINGFAILED: Event scheduling failed due to malloc failure`

Explanation IOS missed scheduling of an event due to memory allocation 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/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

`%C4K_IOSSYS-3-BLANKSTARTUPCONFIG: Blank or invalid startup-config, booting up with defaults`

Recommended Action .

Error Message

`%C4K_IOSSYS-3-SAVEPOSTRESULTFAILED: Failed to save POST results to %s. %s.`

Explanation The system was unable to save POST results to bootflash. The bootflash memory could be full.

Recommended Action Check to see if the bootflash memory is full. If the bootflash memory is full, delete the old POST results by using the delete force post* and then squeeze bootflash:.

Error Message

`%C4K_IOSSYS-4-BLANKPRIVATECONFIG: Blank or invalid private-config`

Explanation Blank or invalid private-config is found in the NVRAM.

Recommended Action If this message comes up after an upgrading, try saving the configuration again and reboot the switch. If the message goes away in the next boot then it can be ignored. If this message persists everytime the switch is rebooted, please contact your Cisco Technical Support representative.

Error Message

`%C4K_IOSSYS-4-USEBACKUPSTARTUPCONFIG: Invalid primary startup-config, using backup startup-config`

Explanation Blank or invalid starup-config is found in the NVRAM. The device is booting up with default settings.

Recommended Action Configure the device and save the configurationin the NVRAM as the startup-config for the next reboot. If this messagepersists even after saving starup-config in the NVRAM prior to rebooting, please contact your Cisco Technical Support representative.

Error Message

`%C4K_IOSSYS-6-IMAGELEVEL: Supervisor booting in image level '%s'`

Explanation Current image level.

Recommended Action Info msg only.

Error Message

`%C4K_IOSSYS-7-INVALIDVALUE: [chars] Type [dec] not handled, returning a default of 0`

Explanation This message is for debugging purposes. When you see this message, report it to your technical support representative.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C4K_IOSSYS-7-SETENVERR: Failed to set environment variable: %s.`

Explanation The system could not write the specified environment variable because sufficient space might not be available in the bootflash memory or NVRAM.

Recommended Action Please clean up unnecessary environment variables by using clear platform environment variable unsupported and reboot your switch.

Error Message

%C4K_QOS_IOS-5-INSUFFICIENT_BW_REMAINING: Policy-map: %s; with insufficient
bandwidth for %d queues not having explicit bandwidth configuration.

Explanation Each active queue must be allocated atleast 32 kbps bandwidth However, there is not
enough bandwidth remaining to allocate new queues corresponding to class of traffic. For example,
a class of traffic that has only shape rate.

Recommended Action While accounting for the interface speed, modify configured bandwidth in the
policy map such that in addition to the sum of configured bandwidth across all queuing classes, there
is at least 32 kbps bandwidth for every queuing class that does not have bandwidth configured. Then
try to re-attach the policy map.

Error Message

%C4K_QOS_IOS-5-INVALID_BANDWIDTH_PERCENT: Policy map: %s; with bandwidth percent
or bandwidth remaining percent action results in unsupported absolute bandwidth
value.

Explanation The policy map was incorrectly configured. One or more of the bandwidth percent or
bandwdith remaining percent values results in an absolute bandwidth value lower than the 32kbps
minimum supported on the platform.

Recommended Action considering the current interface speed, modify the configured bandwidth
percent or bandwidth remaining percent values such that the resulting absolute bandwidth value is
equal to or greater than the platform supported minimum bandwidth value and then try to re-attach
the policy map.

Error Message

%C4K_QOS_IOS-5-INVALID_CLASSMAP_FILTERS_IN_MEMBER_PORT_POLICY: Policy-map: %s;
on the member port of the port-channel has invalid classification filters.

Explanation Class map filters in a policy map on the member port of a port-channel can have either
marking field(cos/dscp/precedence) based filters only or other filters types based only. Further, if
marking based filters are used, all filters in the policy map must be either cos based or
dscp/precedence based.

Recommended Action Modify the configured class map filters of the policy map to be either marking
field(cos/dscp/precedence) based only or other filter types based only. If marking field based filters
are configured, then configure all filters in the policy map using either cos based filters or
dscp/precedence based filters. Then try to re-attach the policy map.

Error Message

%C4K_QOS_IOS-5-INVALID_CUMULATIVE_BANDWIDTH: Policy-map: %s; with sum of
configured bandwidth exceeding interface speed of %s

Explanation A policy map was incorrectly configured. The sum of configured class bandwidth can
not exceed current interface speed.

Recommended Action Modify policy-map such that cumulative bandwidth across queuing classes
does not exceed current interface speed, and then try to re-attach the policy map.

Error Message

```
%C4K_QOS_IOS-5-INVALID_DEFAULT_CLASS_WITH_PRIORITY: Policy map: %s; with strict
priority queuing not supported for default class of traffic.
```

Explanation A policy-map with strict priority queuing action in class class-default was configured, but this action is not supported in default class.

Recommended Action Remove the priority queuing action from the default class and try to re-attach the policy map.

Error Message

```
%C4K_QOS_IOS-5-INVALID_QUEUELIMIT: Policy-map: %s; with non-multiple of 8
queue-limit value
```

Explanation The queue-limit value in a policy map must be multiple of 8. An invlid value was configured.

Recommended Action Modify queue-limit values in the policy-map to be multiple of 8, and then try to re-attach the policy map.

Error Message

```
%C4K_QOS_IOS-5-INVALID_REMAINING_BW_PERCENT: Policy-map: %s; with bandwidth
remaining percent is supported only with priority queuing.
```

Explanation The policy map was incorrectly congiured. The remaining percentage of bandwidth is supported only when combined with priority queuing action in a policy map.

Recommended Action Modify the policy map to specify bandwidth using either bandwidth or bandwidth percent command instead andthen try to re-attach the policy map.

Error Message

```
%C4K_QOS_IOS-5-INVALID_SHAPE_PERCENT: Policy map: %s; with shape percent results
in lower than supported absolute shape value.
```

Explanation The policy map was incorrectly configured. One or more of the configured shape percent values results in an absolure shape value lower than the 32kbps minimum supported on the platform.

Recommended Action Modify the configured shape percent values such that the resulting absolute shape value, considering the interface current speed, is equal to or greater than the 32kbps minimum shape value and then try to re-attach the policy map.

Error Message

%C4K_QOS_IOS-5-INVALID_SHAPE_RATE: Policy map: %s; shape value is higher than
interface speed.

Explanation The policy map was incorrectly configured. One or more of the configured shape values
are higher than the current interface speed.

Recommended Action Modify the configured shape values to not exceed the current interface speed
and then try to re-attach the policy map.

Error Message

%C4K_QOS_IOS-5-MORE_QUEUEING_CLASSES: Policy-map: %s; can have only 3 non-default
queuing classes.

Explanation The policy map was incorrectly configured. There can be upto 4 queuing classes in a
policy map including the default class, which always has default queue. There can be up to 3
non-default queuing classes.

Recommended Action Modify the policy map to contain only 3 non-default queuing classes, and then
try to re-attach the policy-map.

Error Message

%C4K_QOS_IOS-5-MORE_THAN_ONE_PRIORITY_QUEUE: Policy-map: %s; with more than one
priority queue.

Explanation The policy map was incorrectly configured. A policy-map can have only one priority
queuing action

Recommended Action Modify the policy-map such that it contains at most one priority queuing class
and then try to re-attach the policy map.

Error Message

%C4K_QOS_IOS-5-QUEUING_NOT_ALLOWED: Policy map: %s; with queuing action can not
be attached to a %s.

Explanation The policy map was incorrectly configured. A policy map with queuing actions can not
be attached to a VLAN target as the transmit queues are supported on the port level only but not on
VLAN or port-channel level

Recommended Action Remove the queuing actions from the policy map and try to re-attach the
service policy.

C4K_REDUNDANCY Messages

Error Message The following are Cisco Catalyst 4000 redundancy messages.

Error Message

```
%C4K_REDUNDANCY-1-VTP_CONFIG_DISLOCATE: VTP config file must be in default
location for the system to work in SSO mode
```

Explanation The system failed to reach SSO mode because the VTP configuration file is not in the default location. In Cat4k switch, the default VTP configuration file is cat4000_flash:vlan.dat.

Recommended Action Reset the standby supervisor and remove the VTP filename config using 'no vtp file' command.

Error Message

```
%C4K_REDUNDANCY-2-C4K_ISSU_INFRA_INIT: C4k ISSU client %d initialization failed
to %s. Error: %d (%s)
```

Explanation A cat4k platform 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/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

```
%C4K_REDUNDANCY-2-HANDSHAKE_TIMEOUT_ACTIVE: The handshake messaging between
active and standby has not yet started.
```

Explanation The initial handshake message exchange between active and standby supervisors has not yet started. Though the traffic on the active supervisor would not be impacted due to this, the redundancy will not work.

Recommended Action Please schedule a downtime ASAP and reset the active supervisor

Error Message

```
%C4K_REDUNDANCY-2-HANDSHAKE_TIMEOUT_STANDBY: The handshake messaging between
standby and active has not yet started.
```

Explanation   The initial handshake message exchange between standby and active supervisors has not yet started. If the active supervisor has not completed its initialization, this message may be seen temporarily on the standby supervisor. This condition will correctitself once the active supervisor initialization is complete If problems persist after the active supervisor has reached the steady state then redundancy will not work

Recommended Action   Please schedule a downtime ASAP and reset the standby supervisor

Error Message

```
%C4K_REDUNDANCY-2-INCOMPATIBLE_SUPERVISORS: %s
```

Explanation   For proper operation of redundancy, the system must be configured with symmetrical hardware. Here we have detected incompatible Active and Standby superviosr. In this condition redundancy operations are not available and the standby supervisor is disabled.

Recommended Action   Configure the hardware so that the Active and Standby supervisors are identical in all respects.

Error Message

```
%C4K_REDUNDANCY-2-IOS_VERSION_CHECK_FAIL: [chars]
```

Explanation   For proper operation of redundancy, the system must be configured with symmetrical hardware and software. A Cisco IOS version mismatch between the Active and Standby has been detected. In this condition, redundancy operations are not guaranteed.

Recommended Action   Configure the system so that the Active and Standby supervisors are running the same version of Cisco IOS.

Error Message

```
%C4K_REDUNDANCY-2-IOS_VERSION_INCOMPATIBLE: %s
```

Explanation   The system has detected an incompatible redundancy condition. The active supervisor is running IOS version 12.2 or newer and the standby is running IOS version 12.1. The system will reset the standby supervisor.

Recommended Action   Configure the system so that the Active and Standby supervisors are running the same version of IOS.

Error Message

```
%C4K_REDUNDANCY-2-ISSU_INIT: Galios Redundancy ISSU client initialization failed
to %s. Error: %d (%s)
```

Explanation   The Galios Redundancy 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/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

```
%C4K_REDUNDANCY-2-NON_SYMMETRICAL_REDUNDANT_SYSTEM: [chars]
```

Explanation   For proper operation of redundancy, the system must be configured with symmetrical hardware. A mismatch between the Active and Standby hardware has been detected. In this condition redundancy operations are not guaranteed.

Recommended Action   Configure the hardware so that the Active and Standby supervisors are identical in all respects.

Error Message

```
%C4K_REDUNDANCY-2-POSTFAIL: POST failure on [chars] supervisor detected
```

Explanation   Active supervisor failed POST. Standby supervisor will reset current active and attempt to become active.

Recommended Action   Run offline diagnostics on the failed supervisor to isolate the failure.

Error Message

```
%C4K_REDUNDANCY-2-POSTFAIL_RESET: Power-On Self Test (POST) failure on ACTIVE
supervisor detected. %s
```

Explanation   The ACTIVE supervisor has failed POST but detected the Standby Supervisor bootup. Resetting itself so that the Standby Supervisor can takeover as new active.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C4K_REDUNDANCY-2-SEND_NEGO_FAILED: Galios Redundancy ISSU client failed to send
negotiation message. Error: %d (%s)
```

Explanation The Galios Redundancy 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)

Error Message

```
%C4K_REDUNDANCY-2-SESSION_REGISTRY: Galios Redundancy ISSU client failed to
register session information.Error: %d (%s)
```

Explanation The Galios Redundancy 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

```
%C4K_REDUNDANCY-3-CAP_INVALID_SIZE: Galios Redundancy ISSU client capability list
is empty.
```

Explanation The Galios Redundancy 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/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 entires)

Error Message

```
%C4K_REDUNDANCY-3-CAP_NOT_COMPATIBLE: Galios Redundancy ISSU client capability
exchange result incompatible.
```

Explanation The Galios Redundancy 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

```
%C4K_REDUNDANCY-3-COMMUNICATION: Communication with the peer Supervisor has been
%s
```

Explanation The status of the peer Supervisor communication path has changed

Recommended Action LOG_NO_ACTION

Error Message

```
%C4K_REDUNDANCY-3-MSG_NOT_COMPATIBLE_WITH_PEER: 'MessageType %d' is not supported
by Galios Redundancy ISSU client at peer
```

Explanation The Galios Redundancy ISSU client at the peer supervisor is not compatible for this message type. The Galios Redundancy 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

`%C4K_REDUNDANCY-3-MSG_NOT_OK: Galios Redundancy ISSU client 'Message Type %d' is not compatible`

Explanation The Galios Redundancy 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

`%C4K_REDUNDANCY-3-MSG_SIZE: Galios Redundancy ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)`

Explanation The Galios Redundancy ISSU client failed to calculate the MTU for the specified message. The Galios Redundancy 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

`%C4K_REDUNDANCY-3-NOT_READY_FOR_SWITCHOVER: The active Supervisor failed but standby supervisor cannot initiate Switchover activity. Resetting standby Supervisor.`

Explanation The standby Supervisor cannot initiate Switchover activity because it is currently in an intermediate state.

Recommended Action LOG_NO_ACTION

Error Message

`%C4K_REDUNDANCY-3-PEER_RELOAD: The peer Supervisor is being reset because %s`

Explanation See the reported error message for the reason that the peer Supervisor was reset. This allows recovery from an indeterminate Standby state.

Recommended Action LOG_NO_ACTION

Error Message

`%C4K_REDUNDANCY-3-SESSION_UNREGISTRY: Galios Redundancy ISSU client failed to unregister session information. Error: %d (%s)`

Explanation The Galios Redundancy 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

`%C4K_REDUNDANCY-3-SIMPLEX_MODE: The peer Supervisor has been lost`

Explanation The peer Supervisor absence has been detected

Recommended Action LOG_NO_ACTION

Error Message

`%C4K_REDUNDANCY-3-TRANSFORM_FAIL: Galios Redundancy ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)`

Explanation The Galios Redundancy 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 Galios Redundancy 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/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 version)

Error Message

```
%C4K_REDUNDANCY-4-CONFIGSYNCFAIL: Persistent-config Sync to Standby supervisor
failed.
```

Explanation Active supervisor failed to receive PLATFORM_SYNC_DONE message from Standby. Potential problem with Standby.

Recommended Action .

Error Message

```
%C4K_REDUNDANCY-4-KEEPALIVE_WARNING: Keepalive messages from peer Supervisor are
missing for %d seconds
```

Explanation RF Keepalive messages have not been sent from the peer Supervisor. If situation persists and keepalivemessages do not recover, peer will be eventually resetThis message is logged for every 3rd missed keepalive message

Recommended Action LOG_NO_ACTION

Error Message

```
%C4K_REDUNDANCY-5-CALENDAR: The calendar has been successfully synchronized to the
standby supervisor for the first time
```

Explanation The calendar has been successfully synchronized to the standbysupervisor for the first time

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

Error Message

```
%C4K_REDUNDANCY-5-CALENDAR_RATELIMIT: The calendar has been successfully
synchronized to the standby supervisor%d times since last calendar syslog
```

Explanation The calendar has been successfully synchronized to the standbysupervisor

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

Error Message

```
%C4K_REDUNDANCY-5-CONFIGSYNC: The %s has been successfully synchronized to the
standby supervisor
```

Explanation The configuration has been successfully synchronized to the standby supervisor

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

Error Message

%C4K_REDUNDANCY-5-CONFIGSYNC_RATELIMIT: The %s has been successfully synchronized
to the standby supervisor

Explanation The configuration has been successfully synchronized to the standby supervisor This is a rate limited message. These messages are logged at 1 min interval when lots of messages are generated continuously

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

Error Message

%C4K_REDUNDANCY-6-ACTIVESUPNOTFOUND: Active supervisor not found.

Explanation Informational message on standby supervisor when it fails to communicate with active supervisor

Error Message

%C4K_REDUNDANCY-6-ATTEMPTINGTOBECOMEACTIVE: Attempting to become active
supervisor.

Explanation Informational message on standby supervisor when it fails to communicate with active supervisor and attempts to takeover as active supervisor

Recommended Action .

Error Message

%C4K_REDUNDANCY-6-DUPLEX_MODE: The peer Supervisor has been detected

Explanation The peer Supervisor has been detected

Recommended Action LOG_NO_ACTION

Error Message

%C4K_REDUNDANCY-6-INIT: Initializing as %s supervisor

Explanation Informational message regarding the state of the supervisor

Recommended Action .

Error Message

%C4K_REDUNDANCY-6-MODE: %s supervisor initializing for %s mode

Explanation Informational message regarding the redundancy mode of the supervisor

Error Message

%C4K_REDUNDANCY-6-SWITCHOVER: Switchover activity detected, changing role from STANDBY to ACTIVE

Explanation Informational message on standby supervisor when it detects switchover activity

Recommended Action .

Error Message

%C4K_UPLINK-5-STANDBY_UPLINK_MISMATCH: Setting uplink mode on standby supervisor to be the same as on active.

Explanation The standby supervisor had uplink configuration different than the active supervisor. This is not permitted so active automatically syncs its uplink configuration to the standby. The standby comes up in the same uplink configuration as the active no matter what existing configuration it had before being inserted into chassis.

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

C542 Messages

Error Message

%C542-1-EMPTY: %s, packet(size %d) is empty.

Explanation A packet greater than the 256 bytes received on this interface.

Recommended Action The system should recover. No action is required. If the problem reccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

%C542-1-ERROR_INTR: %s , Error interrupt occured type = 0x%x.

Explanation The DMA engine cannot get to the PCI bus, to read descriptors.

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

Error Message

`%C542-1-INCORRECT_DSP_ID: VPM at slot %d: Incorrect %d DSP-ID passed by SPI.`

Explanation The DSP ID provided by the SPI for download is not valid.

Recommended Action Call your technical support representative for assistance.

Error Message

`%C542-1-INSUFFICIENT_DSPS: VNM(%d), cannot support all voice channels on VICs.`

Explanation There are more voice channels on the VICs than can be supported by this Network Module. Some channels will be inoperative.

Recommended Action This is normal when a BRI VIC coexists on a VNM with an analog VIC or when a BRI VIC is on a VNM-1. Otherwise, check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message

`%C542-1-NOPCIMEMORY: VPM (%d/%d), PCI memory unavailable.`

Explanation The router or access server could not allocate memory for the descriptors.

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

Error Message

`%C542-1-NO_DAUGHTER_CARD: VNM(%d), vic card has an no known daughter cards`

Explanation The software did not recognize any of the VIC card plugged in the Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message

`%C542-1-NO_RING_DESCRIPTORS: No more ring descriptors available on %d slot.`

Explanation The c542 driver cannot queue messages upto the xilinx dma engine for transmit.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

Error Message

`%C542-1-TOOBIG: %s, packet(size %d) too big.`

Recommended Action .

Error Message

%C542-1-UNKNOWN_VIC: VNM(%d), vic daughter card has an unknown id of %x

Explanation The software did not recognize the type of VIC daughter card plugged into the Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message

%C542-3-ERROR_ANALYZE: Error analyzing the device in slot %d.

Explanation The Port module in this slot could not be recognized.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message

%C542-3-ERROR_INIT_BLDR: %s Unable to download the Boot loader firmware, ret = 0x%x

Explanation Error initializing the DSP with the bootloader firmware.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message

%C542-3-ERROR_INIT_OVERLAY: %s Unable to download the Application overlay firmware. Status returned 0x%x

Explanation Error initializing the DSP with the application/overlay firmware.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message

%C542-3-IDB_CREATE: Error creating an idb for VoIP fastswitching in slot [dec].

Explanation The C542 driver 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

%C542-3-INCORRECT_ID: VPM in slot %d: PCI device not supported.

Explanation A interface controller device did not report correct PCI device ID

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message

%C542-3-INCORRECT_PMID: VPM at slot %d: Incorrect %d PM-ID device not supported.

Explanation A interface controller device did not have the correct PM-ID in eeprom cookie.

Recommended Action Run test pas eeprom, command, and set the correct PM ID. If message recurs, call your technical support representative for assistance.

Error Message

%C542-3-NO_BUFFERS: No buffers available for DSP buffer pool

Explanation The c542 driver does not have enough memory to coalesce a multi-particle packet.

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

Error Message

%C542-4-SWVER_NOSUPPORT: VPM at slot [dec]: not supported on this version of IOS software.

Explanation This version of Cisco IOS software does not support the VPM card.

Recommended Action Load a version of Cisco IOS software that supports the card in the slot specified in the error message.

C5421 Messages

Error Message

%C5421-1-INCORRECT_DSP_ID: AIM VOICE at slot [dec] receives data from incorrect DSP-ID [dec].

Explanation The DSP ID provided by the FPGA for downloading is not valid.

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

%C5421-1-NOPCIMEMORY: VPM ([dec]/[dec]), PCI memory unavailable.

Explanation The router or access server could not allocate memory for the descriptors.

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

Error Message

%C5421-1-NO_RING_DESCRIPTORS: No more ring descriptors available on slot [dec] dsp [dec].

Explanation The C5421 driver cannot queue messages up to the egress queue for the FPGA to transmit.

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. Reset the DSPs on the port module in the specified slot.

Error Message

%C5421-1-TOOBIG: [chars], packet(size [dec]) too big.

Explanation A packet greater than 264 bytes has been received on this interface.

Recommended Action The system should recover. No action is required. If the problem recurs, it indicates an error that 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

%C5421-3-ERROR_ANALYZE: Error analyzing the device in slot [dec].

Explanation The port module in the specified slot could not be recognized.

Recommended Action Power down, reinsert the port module, and reboot. 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

%C5421-3-ERROR_FIRMWARE_DNLD: DSP firmware download fails for slot [dec] dsp_id [dec]

Explanation An error has occurred during initialization of the DSP in the specified slot with the application firmware.

Recommended Action Power down, reinsert the port module, and reboot. 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

```
%C5421-4-SWVER_NOSUPPORT: HDA at slot [dec]: not supported on this version of IOS
software.
```

Explanation   This version of Cisco IOS software does not support the HDA card.

Recommended Action   Load a version of Cisco IOS software that supports the card in the slot specified in the error message.

C54x Messages

The following are Voice over IP (VoIP) digital signal processor (DSP) driver messages.

Error Message

```
%C54X-1-ERROR_INTR: %s , Error interrupt occured type = 0x%x.
```

Explanation   The DMA engine cannot get to the PCI bus, to read descriptors.

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

Error Message

```
%C54X-1-INCORRECT_DSP_ID: VPM at slot %d: Incorrect %d DSP-ID passed by SPI.
```

Explanation   The DSP ID provided by the SPI for download is not valid.

Recommended Action   Call your technical support representative for assistance.

Error Message

```
%C54X-1-INVALID_CONFIGURATION: vpm(%d), vic cards has an invalid configuration.
```

Explanation   The software did recognized more vic interface port than it can support on this port Module.

Recommended Action   Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message

```
%C54X-1-NOMEMORY: VPM (%d/%d), memory unavailable.
```

Explanation   The router or access server could not allocate memory for the descriptors.

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

Error Message

```
%C54X-1-NOPCIMEMORY: VPM (%d/%d), PCI memory unavailable.
```

Explanation The router or access server could not allocate memory for the descriptors.

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

Error Message

```
%C54X-1-NO_DAUGHTER_CARD: vpm(%d), vic card has an no known daughter cards
```

Explanation The software did not recognize any of the VIC card plugged in the Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message

```
%C54X-1-NO_RING_DESCRIPTORS: No more ring descriptors available on %d slot.
```

Explanation The c54x driver cannot queue messages upto the xilinx dma engine for transmit.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

Error Message

```
%C54X-1-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 reccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%C54X-1-UNKNOWN_VIC: vpm(%d), vic daughter card has an unknown id of %x
```

Explanation The software did not recognize the type of VIC daughter card plugged into the Port Module.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

Error Message

```
%C54X-3-ERROR_ANALYZE: Error analyzing the device in slot %d.
```

Explanation The Port module in this slot could not be recognized.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message

```
%C54X-3-ERROR_INIT_BLDR: %s Unable to download the Boot loader firmware, ret =
0x%x
```

Explanation Error initializing the DSP with the bootloader firmware.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message

```
%C54X-3-ERROR_INIT_OVERLAY: %s Unable to download the Application overlay
firmware. Status returned 0x%x
```

Explanation Error initializing the DSP with the application/overlay firmware.

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message

```
%C54X-3-INCORRECT_ID: VPM in slot %d: PCI device not supported.
```

Explanation A interface controller device did not report correct PCI device ID

Recommended Action Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

Error Message

```
%C54X-3-INCORRECT_PMID: VPM at slot %d: Incorrect %d PM-ID device not supported.
```

Explanation A interface controller device did not have the correct PM-ID in eeprom cookie.

Recommended Action Run test pas eeprom, command, and set the correct PM ID. If message recurs, call your technical support representative for assistance.

Error Message

%C54x-1-NO_RING_DESCRIPTORS: No more ring descriptors available on %d slot.

Explanation The c54x DSP driver cannot queue messages up to the dma engine for transmit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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. Reset the DSP's on this port module.

Error Message

%C54x-1-TOOBIG: %s, packet(size %d) too big.

Explanation A packet greater than the 256 bytes received on this interface.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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.

C5510 Messages

Error Message

%C5510-1-C5510_CHPI_ERROR: cHPI error for pa_bay [dec] pump [dec] dsp [dec].

Explanation The FPGA has detected a protocol error involving the cHPI.

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

Error Message

```
%C5510-1-C5510_HPI_TIMEOUT: HPI Timeout error for pa_bay [dec] pump [dec] dsp
[hex].
```

Explanation   The FPGA has detected a that the DSP HPI has timed out.

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

Error Message

```
%C5510-1-INCORRECT_DSP_ID: AIM VOICE at slot [dec] receives data from incorrect
DSP-ID [dec].
```

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

Error Message

```
%C5510-1-NOPCIMEMORY: VPM ([dec]/[dec]), PCI memory unavailable.
```

Explanation   The router or access server could not allocate memory for the descriptors.

Recommended Action   Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%C5510-1-NO_HDRPOOL_MEMORY: Memory not allocated for C5510 common header pool

Explanation The router or access server could not allocate memory for the C5510 common header 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/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

%C5510-1-NO_RING_DESCRIPTORS: No more ring descriptors available on slot [dec] dsp [dec].

Explanation The 5421 driver cannot queue messages to the egress queue so that the FPGA can transmit the messages.

Recommended Action Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%C5510-1-TOOBIG: [chars], packet(size [dec]) too big.

Explanation A packet greater than the 264 bytes has been received on this interface.

Recommended Action The system should recover. No action is required. If the error recurs, it indicates an error that might be related to data traffic patterns. Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%C5510-3-C5510_INGRESS_Q_FULL: Ingress Queue Full detected for pa_bay [dec] pump
[dec].
```

Explanation   The FPGA cannot process ingress data because no ingress buffers are 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%C5510-3-C5510_PAKTYPE_HEADER_NOT_FOUND: 5510 paktype header for re-parenting not
found pa_bay [dec] pump [dec]
```

Explanation   Either processes are holding on to a paktype header belonging to the 5510 private header pool or there is a potential memory leak.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Enter the show buffers 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/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

```
%C5510-3-ERROR_ANALYZE: Error analyzing the device in slot [dec].
```

Explanation   The port module in this slot could not be recognized.

Recommended Action   Power down, reinsert the port module, 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%C5510-3-ERROR_FIRMWARE_DNLD: DSP firmware download fails for slot [dec] dsp_id
[dec]
```

Explanation An error occurred while the DSP was being initialized with the application firmware.

Recommended Action Power down, reinsert the port module, 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%C5510-3-IDB_CREATE: Error creating an idb for VoIP fastswitching in slot [dec].
```

Explanation The voice driver 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 message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%C5510-3-INVALID_DSP_ID: Tx attempt on invalid dsp id [dec].
```

Explanation The FPGA cannot move egress data because transmission is attempted on an invalid DSP 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/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

%C5510-3-NO_DSP_INFO: No dsp_info available, pa_bay [dec] dsp_id [dec].

Explanation The FPGA cannot move egress data because no dsp_info data structure is 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. Search for resolved software issues using the Bug Toolkit at
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,
open a case with the Technical Assistance Center via 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

%C5510-3-NO_DSP_PRESENT: No dsp present, pa_bay [dec] dsp_id [dec].

Explanation FPGA cannot move egress data because dsp_info indicates that no DSP is 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/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

%C5510-3-PAK_NO_DATAGRAM: Packet does not have a data buffer, pa_bay [dec] dsp_id
[dec].

Explanation The FPGA cannot move egress data because the Tx packet is corrupted.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%C5510-3-PAK_PARTICLE_SIZE_MISMATCH: Packet &amp;amp; particle size mismatch, pa_bay [dec] dsp_id [dec] pak_size [dec] != part_size [dec].

Explanation FPGA cannot move egress data because Tx packet is corrupted. The packet size indicated by the packet data structure does not match the particle 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/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

%C5510-3-PAK_SIZE_MISMATCH: Packet size mismatch, pa_bay [dec] dsp_id [dec] pak_size [dec] != [dec].

Explanation The FPGA cannot move egress data because the Tx packet is corrupted. The packet size indicated by the packet data structure does not match the packet size indicated by the DSP header of the packet.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C5510-3-PAK_TOO_BIG: [chars] packet is too big, pa_bay [dec] dsp_id [dec]
pak_size [dec].
```

Explanation   The FPGA cannot move data because the packet is too big.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C5510-3-PAK_TOO_SMALL: [chars] packet is too small, pa_bay [dec] dsp_id [dec]
pak_size [dec].
```

Explanation   The FPGA cannot move data because the packet is too small.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C5510-4-NO_RING_DESCRIPTORS: No more ring descriptors available on slot [dec] dsp
[dec].
```

Explanation   The c5510 driver cannot queue messages up to the DSP. This can occur for a couple of reasons. The more common reason is the DSP has become unresponsive. This message will then be followed by a DSPRM-3-UPDOWN message. The other situation is the queue is overrun with a burst of packets due to a condition in the network that needs to be investigated.

Recommended Action   Copy the error message and all other messages displayed around the same time and report it to your technical support representative. If the DSP crashes and the DSPRM-3-UPDOWN message follows the NO_RING_DESCRIPTORS error message, this would indicate an error condition on the DSP which can impact calls through that DSP. If the NO_RING_DESCRIPTORS message is displayed with no other syslog messages, this would typically point to a condition on the network side leading to excessive jitter.

C5RSP Messages

Error Message

```
%C5RSP-3-C5IP_SLOTFAIL: can't get Catalyst 5000 Slot number of router
```

Explanation   An attempt by the RSP to query the C5IP for theslot it is plugged into has failed.

Recommended Action   Try these actions to remedy the problem: Reset the router from the NMP's console. If problem persists, please contact Cisco for replacement.

Error Message

```
%C5RSP-3-C5_BADIPC: bad message received from the NMP
```

Explanation   An unsolicited in band IPC message was received by the router from the NMP.

Recommended Action   No action is required.

Error Message

```
%C5RSP-3-C5_MACADRFAIL: can't get C5 Line Card Mac Addr
```

Explanation   An attempt by the RSP to query the C5IP for Vlan 0 IP address failed.

Recommended Action   Try these actions to remedy the problem: Reset the router from the NMP's console. If problems persist, please RMA the router and or Catalyst 5000

Error Message

```
%C5RSP-3-C5_NMPMACADRFAIL: can't get NMP Mac Addr
```

Explanation   An attempt by the RSP to query the C5IP for Vlan 0 MAC address failed.

Recommended Action   Try these actions to remedy the problem: Reset the router from the NMP's console. If problems persist, please contact Cisco for replacement

Error Message

```
%C5RSP-3-C5_SAGE0FAIL: Length error occurred on dma channel 0
```

Explanation   A hardware error has occurred on dma channel 0

Recommended Action   Report this error to your technical support representative.

Error Message

```
%C5RSP-3-C5_SAGE1FAIL: Length error occurred on dma channel 1
```

Explanation A hardware error has occurred on dma channel 1

Recommended Action Report this error to your technical support representative.
%C5RSP-3-CANT_CREATE_VLAN: vlan %d can not be created. media not supported

Explanation An attempt to create a vlan of a media that is not supported has failed

Recommended Action Try these actions to remedy the problem: Configure the vlan with a different media type.

Error Message

```
%C5RSP-3-CANT_CREATE_VLAN: vlan [dec] can not be created. media not supported
```

Explanation An attempt to create a VLAN of media that are not supported has failed.

Recommended Action Configure the VLAN with a different media type.

Error Message

```
%C5RSP-3-INVALID_LOVE_LETTER: Invalid loveletter type, %d, sent by c5ip
```

Explanation IOS is receiving bogus messages from the C5IP.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%C5RSP-3-MAXVLAN_EXCEEDED: can't configure more than 256 VLANS
```

Explanation The Vlan Router product can configure a maximum of 256 vlans.

Recommended Action Try these actions to remedy the problem: Delete unused vlans before configure new ones.

Error Message

%C5RSP-3-NMP_DELETE_VLAN: having problems deleting vlan %d on the NMP

Explanation   In band IPC message to the NMP from the router to delete a vlan has failed.

Recommended Action   Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

Error Message

%C5RSP-3-NMP_INIT_FAIL: can't talk to NMP during initialization

Explanation   In band IPC router initialization message to the NMP has failed

Recommended Action   Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

Error Message

%C5RSP-3-NMP_PROG_FAIL: NMP won't allow vlan %d configuration

Explanation   In band IPC message to the NMP from the router to create a vlan has failed.

Recommended Action   Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

Error Message

%C5RSP-3-RSM_NMP_BRIDGE_INVALID: NMP returned invalid bridge id %d for %d

Explanation   NMP returned invalid bridge id to the RSM

Recommended Action   Make sure that the tr-brf vlan on the RSM is configured on the NMP

Error Message

%C5RSP-3-RSM_NMP_CONFIG_MISMATCH: RSM NMP mismatch in config for %d, RSM %d, NMP %d

Explanation   There is mismatch in config for this vlan on NMP and RSM

Recommended Action   Make sure that the params for this vlan are the same on NMP and on the RSM

Error Message

%C5RSP-3-UNKNOWN_NMP_PROG: unknown timer for NMP programming

Explanation   An unknown timer event has expired.

Recommended Action   No action is required.

Error Message

`%C5RSP-6-BRIDGE_AFU: vlan %d could/could not be configured for bridging`

Explanation A Vlan could not be reset with the proper bridging information.

Recommended Action Try these actions to remedy the problem: Configure the vlan with or with bridging.

Error Message

`%C5RSP-6-NOSWIDB: vlan %d missing IDB`

Explanation Internal data structure of the Vlan is missing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C5RSP-6-VLAN_INFO_MISSING: vlan %d info errant. something very wrong`

Explanation Internal information about the Vlan is missing.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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.

C6KENV Messages

Error Message

`%C6KENV-0-CLOCKMAJFAILED: too many clocks failed to continue system operation`

Explanation The system requires at least one clock to operate. No clocks are operational, so no packets can be forwarded.

Recommended Action Replace the clocks, backplane, or chassis.

Error Message

`%C6KENV-0-VTTMAJFAILED: Too many VTT failures to continue system operation`

Explanation The Cisco Catalyst 6000 backplane data bus cannot operate without proper termination provided by the VTTs.

Recommended Action Replace the failed VTTs.

Error Message

`%C6KENV-1-SHUTDOWN_DISABLED: need to shutdown [chars] now but shutdown action is disabled!`

Explanation Automatic shutdown is disabled on this device; the system could not shut down the indicated component.

Recommended Action Manually shut down or remove the indicated component immediately.

Error Message

`%C6KENV-2-CLOCKMAJRECOVERED: enough clocks operational to continue system operation`

Explanation The system can continue operating using the recovered clock.

Recommended Action No action is required.

Error Message

`%C6KENV-2-CLOCK_SWITCHOVER: changing system switching clock.`

Explanation To repair the system switching operation, the system switching clock will be changed to use the other clock. Changing system switching clocks always results in a system reset.

Recommended Action Replace the failed clock as soon as possible.

Error Message

`%C6KENV-2-MAJORTEMPALARM: [chars] has exceeded allowed operating temperature range.`

Explanation The indicated component will be powered off. For shared components, the system must be powered off.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might 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 tech-support output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%C6KENV-2-RESET_SCHEDULED: system reset scheduled in [dec] seconds`

Explanation A major alarm condition has occurred and will be corrected by a system reset. The reset causes the system to reload and run with another component.

Recommended Action Replace the component as soon as possible.

Error Message

`%C6KENV-2-SHUTDOWN: shutdown [chars] now because of [chars].`

Explanation The indicated component is shut down.

Recommended Action Replace the component as soon as possible.

Error Message

`%C6KENV-2-SHUTDOWN_CANCELLED: shutdown for [chars] cancelled`

Explanation The situation that had caused the shutdown to be scheduled has been corrected. The shutdown has been canceled.

Recommended Action No action is required.

Error Message

`%C6KENV-2-SHUTDOWN_SCHEDULED: shutdown for [chars] scheduled in [dec] seconds`

Explanation A major alarm condition will be corrected by shutting down the affected component.

Recommended Action Replace the component as soon as possible.

Error Message

`%C6KENV-2-VTTMAJRECOVERED: enough VTTs operational to continue system operation`

Explanation Previously failed VTTs have begun operating again.

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

Error Message

`%C6KENV-4-CLOCKFAILED: clock [dec] failed`

Explanation The clock indicated in the error message has failed. The system will continue to operate, using the redundant clock.

Recommended Action Replace the failed clock.

Error Message

%C6KENV-4-CLOCKOK: clock [dec] operational

Explanation A clock that had previously failed has declared itself operational.

Recommended Action No action is required.

Error Message

%C6KENV-4-CLOCK_A_MISSING: cannot detect clock A in the system.

Explanation Clock A cannot be detected in the system.

Recommended Action Check clock A and replace it if necessary.

Error Message

%C6KENV-4-CLOCK_B_MISSING: cannot detect clock B in the system.

Explanation Clock B cannot be detected in the system.

Recommended Action Check clock B and replace it if necessary.

Error Message

%C6KENV-4-FANCOUNTFAILED: Required number of fan trays is not present

Explanation The number of fan trays present is less than the number required for proper operation. Although this is a minor alarm, system components could overheat and be shut down.

Recommended Action Insert the required fan tray as soon as possible.

Error Message

%C6KENV-4-FANCOUNTOK: Required number of fan trays is present

Explanation The required number of fan trays is in place.

Recommended Action No action is required.

Error Message

%C6KENV-4-FANTRAYFAILED: fan tray failed

Explanation One or more fans in the system fan tray have failed. Although this is a minor alarm, system components could overheat and be shut down.

Recommended Action Replace the system fan tray as soon as possible.

Error Message

```
%C6KENV-4-FANTRAYOK: fan tray OK
```

> **Explanation** All fans in the fan tray are operating.

> **Recommended Action** This message is informational. No action is required.

Error Message

```
%C6KENV-4-MAJORTEMPALARMRECOVER: [chars] has returned to allowed operating
temperature range.
```

> **Explanation** The indicated component has returned to the allowed temperature range, so the scheduled shutdown is canceled, and the component will continue operating.

> **Recommended Action** This message is informational. No action is required.

Error Message

```
%C6KENV-4-MINORTEMPALARM: [chars] has exceeded normal operating temperature
range.
```

> **Explanation** The normal operating temperature range has been exceeded. This message may indicate a trend for the component, and also a trend for other components in the system.

> **Recommended Action** Inspect the indicated component closely to determine why it is operating out of normal operating temperature range and determine whether it will eventually exceed the allowed operating temperature range. Verify that air flow to the device is not blocked and that the fan is operational.

Error Message

```
%C6KENV-4-MINORTEMPALARMRECOVER: [chars] has returned to normal operating
temperature range.
```

> **Explanation** The system has returned to normal operating condition from a previous high-temperature range.

> **Recommended Action** No action is required.

Error Message

```
%C6KENV-4-PSFANFAILED: the fan in power supply [dec] has failed
```

> **Explanation** The fan in the indicated power supply has failed. This condition could lead to the overheating and shutdown of the power supply.

> **Recommended Action** Replace the power supply as soon as possible.

Error Message

%C6KENV-4-PSFANOK: the fan in power supply [dec] is OK

Explanation The fan in the indicated power supply is operating as expected and within normal temperature ranges.

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

Error Message

%C6KENV-4-USE_RED_CLOCK: system is using the redundant clock (clock B).

Explanation The system is booting using the redundant clock (clock B). Clock A might not be operational.

Recommended Action Check clock A and replace it if necessary.

Error Message

%C6KENV-4-VTTFAILED: VTT [dec] failed

Explanation The indicated VTT has failed.

Recommended Action Replace the indicated VTT or the chassis as soon as possible.

Error Message

%C6KENV-4-VTTOK: VTT [dec] operational

Explanation The indicated VTT is operational.

Recommended Action No action is required.

C6KERRDETECT Messages

Error Message

%C6KERRDETECT-2-CRCCRITLEVEL: The system detected CRC errors on ports exceed fatal threshold limit, Error detection count:[dec].

Explanation The system detected a CRC error rate on a port that exceeds the maximum allowed limit, causing a fatal 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support

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

Error Message

%C6KERRDETECT-2-ERRDETECTFATAL: The supervisor card detected unrecoverable error, reason code: [dec], for [dec] times

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

Error Message

%C6KERRDETECT-2-FIFOCRITLEVEL: The system detected unrecoverable resources error on active supervisor ports.

Explanation   The system has detected unrecoverable resources on the ports specified in the error message.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%C6KERRDETECT-2-LPBKFAIL: The in-band loopback test between switch processor and route processor failed, count:[dec]

Explanation   The system detected an unrecoverable error during the in-band loopback 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

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

Error Message

```
%C6KERRDETECT-2-SUPCRSH: Standby supervisor crashed due to unrecoverable errors
detected, Reason: [chars]
```

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

Error Message

```
%C6KERRDETECT-2-SUPSWO: Supervisor card switchover due to unrecoverable errors
detected, Reason: [chars]
```

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

Error Message

```
%C6KERRDETECT-4-CRCWARNLEVEL: The system recovered from CRC error rate on Data
Bus, rate is now below warning level.
```

Explanation   The CRC error rate is now below the warning level.

Recommended Action   This situation is usually temporary. 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C6KERRDETECT-4-LPBKRECOVERED: In-band loopback test between switch processor and
route processor recovered, after [dec] failure
```

Explanation   The in-band loopback has recovered from a previous failure.

Recommended Action   This error is usually temporary. 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs

Error Message

```
%C6KERRDETECT-4-SWBUSSTALL: The switching bus is experiencing stall for [dec]
seconds
```

Explanation   The switching bus is stalled and data traffic is stopped. This condition can indicate that a line card is not properly seated or that card hardware has failed on the switching bus.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%C6KERRDETECT-4-SWBUSSTALL_RECOVERED: The switching bus stall is recovered and data traffic switching continues`

Explanation   The detected switching bus stall has recovered and data traffic resumes. This condition might indicate that a line card is now properly seated.

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

Error Message

`%C6KERRDETECT-4-SWBUSSTALL_RECOVERING: The switching bus stall is now recovered and powering on all switch bus required cards.`

Explanation   The detected switching bus stall has recovered. The system is powering on all required switch bus cards. This condition might indicate that a line card is now properly seated.

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

Error Message

`%C6KERRDETECT-4-SWBUSSTALL_SWBUS_ISOLATED: The switching bus is now isolated by powering off all switch bus required cards.`

Explanation The detected switching bus stall has continued.In accordance with the configured switching bus recovery action, the active supervisor is isolating the switching bus by powering down all cards required by the switch bus. This condition might indicate either that one of the line cards is not seated properly or that there is a problem with the line card hardware.

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

C6KPWR Messages

The following are Cisco Catalyst 6000 power control system messages.

Error Message

`%C6KPWR-2-INSUFFICIENTPOWER: Powering down all linecards as there is not enough power to operate all critical cards`

Explanation One of two power supplies that were operating in combined mode has failed. Available power is insufficient to support all critical service line cards. Critical service line cards include line cards that support VPNs or IP security. Because security problems could occur if these cards fail, all line cards have been powered down.

Recommended Action Replace the failed power supply.

Error Message

`%C6KPWR-2-PSOCPSHUTDOWN: Power usage exceeds power supply [dec] allowable capacity. Shutting down power supply`

Explanation The two power supplies in the system have different output ratings. The total power usage has exceeded the sharing capacity of the specified power supply. The power supply has been shut down.

Recommended Action To ensure that the system power supplies are optimally redundant, use power supplies with identical output ratings, or reduce system power consumption.

Error Message

%C6KPWR-4-COULDNOTREPOWER: wanted to re-power FRU (slot [dec]) but could not.

Explanation   The system was unable to repower the field replaceable unit (FRU) in the specified slot. This message might display for a number of reasons. A unit cannot power up if the power supply does not meet the power requirements for that unit.

Recommended Action   If a module is unable to power up due to overheating, allow sufficient time for the unit to cool down before attempting to power up the unit. If both power supplies are operational but a unit is not being powered up, copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%C6KPWR-4-DISABLED: power to module in slot [dec] set [chars]

Explanation   The module in the indicated slot was powered off for the reason stated in the error message.

Recommended Action   Recovery depends on the indicated reason. Using the information provided in the error message, troubleshoot and resolve the power problem. If necessary, replace defective components.

Error Message

%C6KPWR-4-ENABLED: power to module in slot [dec] set on

Explanation   The module in the indicated slot was powered up.

Recommended Action   No action is required.

Error Message

%C6KPWR-4-INPUTCHANGE: Power supply [dec] input has changed. Power capacity adjusted to [chars]W

Explanation   The power supply in the slot specified in the error message has detected a change in its input supply. The power capacity for the power supply has been adjusted accordingly.

Recommended Action   Enter the **show power** command and review the current power status. Otherwise, no action is required.

Error Message

`%C6KPWR-4-POWERDENIED: insufficient power, module in slot [dec] power denied.`

Explanation There is not enough power to power up the module.

Recommended Action Power down other modules to make enough power available for this module.

Error Message

`%C6KPWR-4-PSCOMBINEDMODE: power supplies set to combined mode.`

Explanation The power supplies are set to combined mode.

Recommended Action No action is required.

Error Message

`%C6KPWR-4-PSFAIL: power supply [dec] output failed.`

Explanation Power supply [dec] has failed.

Recommended Action Replace the power supply.

Error Message

`%C6KPWR-4-PSINPUTDROP: Power supply [dec] input has dropped`

Explanation The power supply in the slot specified in the error message has detected a drop in the input supply. The power capacity for the power supply has been adjusted accordingly.

Recommended Action Enter the **show power** command and review the current power status. Otherwise, no action is required.

Error Message

`%C6KPWR-4-PSINSERTED: power supply inserted in slot [dec].`

Explanation A power supply was inserted in slot [dec].

Recommended Action No action is required.

Error Message

`%C6KPWR-4-PSMISMATCH: power supplies rated outputs do not match.`

Explanation The two power supplies in the system have different output ratings.

Recommended Action For more efficient load sharing, use power supplies that have the same output rating.

Error Message

```
%C6KPWR-4-PSNOREDUNDANCY: Power supplies are not in full redundancy, power usage
exceeds lower capacity supply
```

Explanation The two power supplies in the system have different output ratings. Current power usage exceeds the capacity of the lower-rated power supply. If the higher-rated power supply fails, the lower-rated power supply will not be able to support all modules that are currently powered-up.

Recommended Action To ensure that the system power supplies are optimally redundant, use power supplies that have identical output ratings, or reduce system power consumption.

Error Message

```
%C6KPWR-4-PSOK: power supply [dec] turned on.
```

Explanation Power supply [dec] is turned on.

Recommended Action No action is required.

Error Message

```
%C6KPWR-4-PSREDUNDANTBOTHSUPPLY: in power-redundancy mode, system is operating on
both power supplies.
```

Explanation When the system is in power redundancy mode, it operates on both power supplies.

Recommended Action No action is required.

Error Message

```
%C6KPWR-4-PSREDUNDANTMISMATCH: power supplies rated outputs do not match.
```

Explanation The two power supplies in the system have different output ratings.

Recommended Action For more efficient load sharing, use power supplies with the same output rating.

Error Message

```
%C6KPWR-4-PSREDUNDANTMODE: power supplies set to redundant mode.
```

Explanation The power suplies are set to redundant mode.

Recommended Action No action is required.

Error Message

```
%C6KPWR-4-PSREDUNDANTONESUPPLY: in power-redundancy mode, system is operating on
one power supply.
```

Explanation When the system is in power redundancy mode, it operates on only one power supply.

Recommended Action No action is required.

Error Message

`%C6KPWR-4-PSREMOVED: power supply removed from slot [dec].`

Explanation A power supply was removed from slot [dec].

Recommended Action No action is required.

Error Message

`%C6KPWR-4-UNDERPOWERED: insufficient power to operate all FRUs in system.`

Explanation There is insufficient power to operate all modules in the system.

Recommended Action Reconfigure the system or upgrade the power supplies.

Error Message

`%C6KPWR-4-UNSUPPORTED: unsupported module in slot [dec], power not allowed.`

Explanation Power was not allocated to slot [dec], containing an unsupported module.

Recommended Action Remove the unsupported module or resolve the issue described in the message by inserting or replacing the Switch Fabric Module or by moving the module to a different slot.

C6K Messages

Error Message

`%C6K_IVRF-3-C6K_IVRF_ERROR: [chars]`

Explanation VRF infrastructure failure for Platform's IVRFs.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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.

C6K_MPLS_LC Messages

The following are Cisco 7600 Catalyst 6500 MPLS SP or line card messages.

Error Message

```
%C6K_MPLS_LC-3-AGG_LABEL_TCAMFAIL: failed to insert label [dec] (vrf_id [int] hwid
[int]) to TCAM (err_index [dec])
```

Explanation The system failed to allocate a TCAM entry for an MPLS entry for the specified label. The TCAM might be full. Some MPLS packets might be forwarded by the software.

Recommended Action Reduce the number of routes in the system to free up TCAM space, then unconfigure and reconfigure those vrfs whose aggregate label insertion into TCAM had failed. If the number of labels has been tuned down with the configuration command mls cef maximum-routes, increase the number of labels, save configuration and reload the router, since this configuration will only be effective on reloading the router. The maximum number of routes currently configured can be observed with the command show mls cef maximum-routes, and the current number of routes in the system can be observed with the command show mls cef summary.

Error Message

```
%C6K_MPLS_LC-3-INFINITE_OCE: In label: [dec] Invalid OCE previous oce type: [dec]
prev ptr:Unrecognized format ' %p', next oce type: [dec] next oce ptr:Unrecognized
format ' %p'
```

Explanation The Output Chain Element (OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

Recommended Action Copy the message exactly as it appears on the 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

```
%C6K_MPLS_LC-3-INVALID_HWAPI_EVENT: Invalid HWAPI event: [chars]
```

Explanation The event received for the Output Chain Element is incorrect or inconsistent. This could be a transient condition or a software issue in programming the cef/mpls 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/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. Also provide all the network events like changes to the configuration, interface flap, IGP flap, LDP flap, etc. when this error message occurred.

Error Message

```
%C6K_MPLS_LC-3-INVALID_PCHN_LNK_ID: Invalid Port-channel group id ([dec]) and/or
link_id([dec])
```

Explanation The port-channel group ID or link id received is out of bounds.

Recommended Action Copy the message exactly as it appears on the 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

```
%C6K_MPLS_LC-3-INVALID_TABLEID: Invalid tableid([dec]) for label([dec])
```

Explanation Invalid table ID has been received. The valid table ID range is from 0 to 4095. This is an internal software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C6K_MPLS_LC-3-INVALID_VRFID: Invalid vrfid([dec]) for label([dec])
```

Explanation Invalid vrf id is received. The valid vrfid should be in the range 0 to 4095. This is an internal software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C6K_MPLS_LC-3-LABEL_STACK_SIZE: Label [[dec]] is not added to label stack.
Current label stack is [[dec] [dec] [dec] [dec] [dec]]
```

Explanation The label specified in the system message is not added to the label stack bacuase the stack already contains the maximum number of allowed labels. System cannot forward data correctly. This condition is caused by an internal software error.

Recommended Action Enter the **show mpls forwarding-table labels** command, gather label information about the label that was not added to the stack and about the labels that are in the stack already. Copy the message exactly as it appears on the 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

```
%C6K_MPLS_LC-3-LSM_MAX_LSP_ID_EXCEEDED: Failed to allocate lsp id (max 65535)
```

Explanation The system failed to allocate lsp id for a specific sublsp.packets might not be forwarded on some sublsps in case of LSM/MLDP.

Recommended Action Copy the message exactly as it appears on the 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

```
%C6K_MPLS_LC-3-MALLOCFAIL: failed to create [chars]
```

Explanation The system failed to allocate memory for an MPLS entry for the incoming label. Some MPLS packets might be forwarded by the software.

Recommended Action Reduce other system activitiy to ease memory demands. If necessary, increase system memory. When more memory is available, wait for a few minutes and enter the **clear ip route** command. If sufficient memory has not been made available, this message will recur. Copy the message exactly as it appears on the 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

```
%C6K_MPLS_LC-3-OCE_ERROR: Invalid OCE [[chars]] [hex]
```

Explanation The Output Chain Element(OCE) specified in the system message is invalid because it can not be processed. This issue can cause problem in data forwarding. This condition is caused by an internal software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C6K_MPLS_LC-3-REWRITEFAIL: null adj for incoming label [dec]
```

Explanation This incoming label has an NULL adjacency entry. Hardware adjacency entry might not be programmed because of this. 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/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 along with the output of the **show mpls forwarding-table labels** command.

Error Message

```
%C6K_MPLS_LC-3-SIX_PE_REW_LBL_ENTRY_MISMATCH: The label entry([hex]) in the 6PE
rewrite table for incoming label [dec] does not match the passed in label
entry([hex])
```

Explanation The label entry in the 6PE rewrite table for an incoming label does not match the passed in label entry. 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/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

```
%C6K_MPLS_LC-3-TCAMFAIL: failed to insert label [dec] to TCAM
```

Explanation The system failed to allocate a TCAM entry for an MPLS entry for the specified label. The TCAM might be full. Some MPLS packets might be forwarded by the software.

Recommended Action Reduce the number of routes in the system to free up TCAM space. When enough free TCAM space is available, the software starts TCAM recovery mechanism automatically which will re-install into TCAM those MPLS label entries that failed before. C6K_MPLS_RP Messages

Recommended Action The following are Cisco 7600/Catalyst 6500 MPLS messages.

Error Message

```
%C6K_MPLS_LC-5-TCAMEXPRECOVER: TCAM exception recovered for MPLS, traffic will be
hardware switched
```

Explanation At some earlier time some of the MPLS forwarding table could not fit into the hardware TCAM. Now the complete MPLS forwarding table is in hardware. Forwarding for the incoming MPLS packets would be done in hardware.

Recommended Action No action is required.

C6K_MPLS_RP Messages

This section contains Catalyst 6500 series switch messages.

Error Message

```
%C6K_MPLS_RP-2-INIT: [chars]
```

Explanation The initialization of the Constellation MPLS forwarding infrastructure failed. This will cause problem in the MPLS packet forwarding on the router. The router will be forced to crash 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/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

`%C6K_MPLS_RP-3-FRR_MAX_PEERS_EXCEEDED: Peer count exceeded for [chars]`

Explanation   More than one IP fast reroute (FRR) peer was configured on a Forwarding Information Base (FIB) interface description block (IDB).

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C6K_MPLS_RP-2-NO_IP_ACL_RSVD_VLAN: IP ACL features will not be applied to MPLS-IP packets due to a lack of internal VLAN resources`

Explanation   This condition might occur if the total number of VLANs in use exceeds 4096. VLAN resource is shared by VLANs used for SVI, VLANs used for sub-interface, hidden VLANs used for routed port and internal VLANs used for some VRFs. An internal VLAN is needed when IP ACL feature is applied to a VRF interface. If the total VLANs in use exceed 4096, no more internal VLANs can be allocated so IP ACL features will not be applied to MPLS IP packets.

Recommended Action   Reduce the total number of VLANs in use by removing SVI interfaces, sub-interfaces and/or VRF interfaces.

Error Message

`%C6K_MPLS_RP-2-NO_IP_QOS_RSVD_VLAN: IP QoS features will not be applied to MPLS-IP packets due to a lack of internal VLAN resources`

Explanation   This condition might occur if the total number of VLANs in use exceeds 4096. VLAN resource is shared by vlans used for SVI, VLANs used for sub-interface, hidden VLANs used for routed port and internal VLANs used for some VRFs. An internal VLAN is needed when IP QoS feature is applied to a VRF interface. If the total VLANs in use exceed 4096, no more internal VLANs can be allocated so IP QoS features will not be applied to MPLS IP packets.

Recommended Action   Reduce the total number of VLANs in use by removing SVI interfaces, sub-interfaces and/or VRF interfaces.

Error Message

`%C6K_MPLS_RP-3-BKWLK_FAIL: Backwalk fail ([chars]) [dec] [dec] / [dec]`

Explanation   Backwalk failed in the LSM replication chain

Recommended Action   Copy the message exactly as it appears on the 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

`%C6K_MPLS_RP-3-FIBIDB_MISMATCH: fibidb mismatch ([chars]) [dec] [dec] / [chars] / [chars]`

Explanation   FIDIDB mismatch in the LSM replication chain

Recommended Action   Copy the message exactly as it appears on the 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

`%C6K_MPLS_RP-3-FIBIDB_NOVLAN: fibidb has no vlan ([chars]) [dec] [chars]`

Explanation   FIDIDB has no VLAN in the LSM replication chain.

Recommended Action   Copy the message exactly as it appears on the 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

```
%C6K_MPLS_RP-3-INFINITE_OCE: In label: [dec] Invalid OCE previous oce type: [dec]
prev ptr:Unrecognized format ' %p', next oce type: [dec] next oce ptr:Unrecognized
format ' %p'
```

Explanation   The Output Chain Element (OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C6K_MPLS_RP-3-INUSE_BADCNT: inuse count bad ([chars]) [dec] [dec] / [hex] / [dec]
```

Explanation   The inuse count in the LSM replication chain is incorrect.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C6K_MPLS_RP-3-INUSE_BADPTR: inuse pointer mismatch ([chars]) [dec] [dec] / [hex]
[hex] [hex] [hex] [hex] [hex]
```

Explanation   There is an inuse pointer mismatch in the LSM replication chain.

Recommended Action   Copy the message exactly as it appears on the 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

`%C6K_MPLS_RP-3-INVALID_OBJECT: Invalid object [chars] [dec] ([dec])`

Explanation   An invalid object found in the LSM replication chain.

Recommended Action   Copy the message exactly as it appears on the 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

`%C6K_MPLS_RP-3-INVALID_TABLEID: Invalid tableid([dec]) for label([dec])`

Explanation   An invalid table id is received. The table id should be in the range of 0 - 4095. This is an internal software error.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C6K_MPLS_RP-3-INVALID_VRFID: Invalid vrfid([dec]) for label([dec])`

Explanation   An invalid vrf id is received. The vrf id should be in the range of 0 - 4095. This is an internal software error.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C6K_MPLS_RP-3-LSM_MAX_PEERS_EXCEEDED: Max peer count (5) exceeded for [chars]`

Explanation There are more than 5 peers configured on a FIBIDB.

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/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

`%C6K_MPLS_RP-3-NULL_FIBIDB: NULL fibidb ([chars]) [dec] [dec]`

Explanation A NULL FIBIDB found in the LSM replication chain.

Recommended Action Copy the message exactly as it appears on the 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

`%C6K_MPLS_RP-3-NULL_OBJECT: NULL object ([chars]) [dec] [dec]`

Explanation A NULL object found in the LSM replication chain.

Recommended Action Copy the message exactly as it appears on the 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

`%C6K_MPLS_RP-3-PENDING_QERR: pending queue error [chars] ([dec]) [dec]`

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

Error Message

```
%C6K_MPLS_RP-3-PENDING_QFULL: pending queue full [chars] ([dec])
```

Explanation   The LSM replication VLAN allocation pending queue is full.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C6K_MPLS_RP-3-RECIRC_DROP: Re-circulated packet dropped due to error. Possible
causes: MTU or TTL fail Total drops = [int] pkts, Last packet size [int] Bytes Top
3 Labels and partial packet dump - {[int](exp:[dec] eos:[dec] ttl:[dec]),
[int](exp:[dec] eos:[dec] ttl:[dec]), [int](exp:[dec] eos:[dec] ttl:[dec])} [hex]
[hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation   This condition might occur if the size of recirculated packets exceeds the egress interface MTU. These packets will be dropped.

Recommended Action   Increase the MTU on the egress interface to accomodate the incoming packets. 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/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C6K_MPLS_RP-3-VLAN_FAIL: Vlan alloc fail ([chars]) [dec] [chars]
```

Explanation   The VLAN allocation failed in the LSM replication chain.

Recommended Action   Copy the message exactly as it appears on the 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

%C6K_MPLS_RP-3-VLAN_MISMATCH: vlan mismatch ([chars]) [dec] [dec] [dec] [dec] [chars]

> **Explanation** A VLAN mismatch has occurred in the LSM replication chain.

> **Recommended Action** Copy the message exactly as it appears on the 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

%C6K_MPLS_RP-4-PORTCHAN_NOLOADBAL: Interface [chars] no longer eligible for ingress loadbalancing

> **Explanation** The Ingress load balancing is only supported on specific types of line card. If a port channel spans ports on both supported and unsupported line cards, the ingress load balance feature will be disabled for that port channel. The message indicates that a port channel has been modified to include an ineligible port.

> **Recommended Action** Remove the ports that do not support ingress load balancing from the port channels displayed in the message.

Error Message

%C6K_MPLS_RP-6-PORTCHAN_LOADBAL: Interface [chars] is now eligible for ingress loadbalancing

> **Explanation** The Ingress load balancing is only supported on specific types of line card. If a port channel spans ports on both supported and unsupported line cards, the ingress load balance feature will be disabled for that port channel. The message indicates that all ineligible ports have been removed from the port channel and ingress load balancing is re-enabled.

> **Recommended Action** No action is required.

Error Message

```
%C6K_MWAM_CENTRALIZED_CONFIG-1-NV_EXCEEDED: Config file [chars] size ([int])
exceeds allowed size ([int]). Deleting local startup-config
```

Explanation There is not enough space in local nvram to save the configuration after reading from supervisor. Need to reduce size of configuration.

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

Error Message

```
%C6K_MWAM_CENTRALIZED_CONFIG-2-DOWNLOAD_FAILED: Failed to download startup
configuration from supervisor
```

Explanation The processor has failed to download its startup configuration from the supervisor engine. The processor will use the default configuration. The Gigabit Ethernet interface will be shutdown.

Recommended Action Fail functions over to an alternate processor or manually configure the processor from the console. Alternatively, the configuration might be downloaded manually from the supervisor engine with the command **copy tftp:///SLOTxPCy.cfg running-config**, where should be replaced with 128.0.0.1 if the active supervisor engine is in slot 1 and 128.0.0.2 for slot 2. In the filename SLOTxPCy.cfg, x should be replaced with the slot number of the MWAM and y should be replaced with the failed processor number. To correct the problem, verify that access to the configuration files on the supervisor engine has not been disabled. The configuration command **no mwam bootflash access** disables access. Verify that the supervisor engine image supports centralized configuration by attempting to manually configure **mwam bootflash access**. Copy the message exactly as it appears on the 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. Before contacting Cisco Technical Assistence Center, gather the following additional information: - Determine if you can use the **session** to login to the processor that failed its download - Collect the output from **show module** - Collect the log from the supervisor engine as well as any affected MWAM processor - On the supervisor engine enable **debug tftp events** and reload the processor that failed. Gather the output.

Error Message

`%C6K_MWAM_CENTRALIZED_CONFIG-2-DOWNLOAD_TASK_FAILED: The MWAM centralized configuration download process failed to start`

Explanation An internal error occurred which prevented a required process from starting. The configuration will not be downloaded from the supervisor engine. You will need to reload the processor. You might choose to run this processor in local mode until this problem is resolved.

Recommended Action Fail functions over to an alternate processor or manually configure the processor from the console. Alternatively, the configuration might be downloaded manually from the supervisor engine with the command **copy tftp:///SLOTxPCy.cfg running-config**, where should be replaced with 128.0.0.1 if the active supervisor engine is in slot 1 and 128.0.0.2 for slot 2. In the filename SLOTxPCy.cfg, x should be replaced with the slot number of the MWAM and y should be replaced with the failed processor number. 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/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

`%C6K_MWAM_CENTRALIZED_CONFIG-3-DNLD_ABORT_TIMEOUT: Timeout while waiting for download to abort`

Explanation The processors on an MWAM will spend up to 30 mintues attempting to download their configurations from the supervisor engine in **mwam config-mode supervisor**. If during this time, the user invokes **mwam config-mode local**, an attempt will be made to abort the download from the supervisor engine. The CLI will block for up to 60 seconds while this attempt is made. If the download is not aborted within 60 seconds this message is logged.

Recommended Action Re-attempt the command **mwam config-mode local**. If this fails, wait out the 30 minutes until the download attempts stop and try 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/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

```
%C6K_MWAM_CENTRALIZED_CONFIG-3-INVALID_SLOT: Invalid slot: During [chars],
slot/cpu number retrieved, [dec]/[dec], ROMMON might be out of date
```

Explanation The processor has determined that it is using an invalid slot or CPU number while attempting to retrieve configuration information from the supervisor engine.

Recommended Action Verify that the ROMMON is up to date. If it is not, then upgrade it, using **upgrade rom-monitor** on each processor complex on the MWAM card. 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/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

```
%C6K_MWAM_CENTRALIZED_CONFIG-3-NVRAM_CHANGE_FAILED: Write failed for: [chars],
[chars]
```

Explanation When changing the configuration mode (config-mode) from supervisor to local, the running configuration is copied to nvram:startup-config. When changing the configuration mode from local to supervisor, the running configuration is copied to a file on the supervisor engine's bootflash. This copy operation failed.

Recommended Action If changing from config-mode supervisor to local, perform **write erase**, wait for the nvram to re-initialize, then retry. When changing from config-mode local to supervisor, verify that **no bootflash access** has not been configured on the supervisor engine. Verify that there is room on the bootflash of the supervisor engine, using **squeeze** if necessary. If the problem persists, gather the results of -**dir nvram:** on the MWAM -**show bootflash:** on the supervisor engine -**show running-config** on the MWAM -**show running-config** on the supervisor engine 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/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

```
%C6K_MWAM_CENTRALIZED_CONFIG-3-NV_DELETE_FAIL: Failed to delete local
startup-config.
```

Explanation Deletion of local nvram failed. Continuing anyway

Recommended Action Copy the message exactly as it appears on the 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

%C6K_MWAM_CENTRALIZED_CONFIG-3-UNEXPECTED_EVENT: Unexpected event while aborting
download of config from supervisor: [dec]:[dec]

Explanation An unexpected internal event has occurred, which interfered with completing the
config-mode change. Your system should operate normally otherwise.

Recommended Action Re-enter the command **mwam config-mode local**. If this fails, wait out the 30
minutes until the download attempts stop and try 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/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

%C6K_MWAM_CENTRALIZED_CONFIG-3-UPLOAD_FAILED: All writes to supervisor failed.

Explanation The attempt to save the configuration in while in supervisor mode failed

Recommended Action Verify that **mwam bootflash access** has not been disabled. Verify that there is
space available on the supervisor engine's bootflash:. This might require deleting files or **squeeze
bootflash:** from the supervisor engine's console. If this does not resolve the issue, verify that the
internal communication with **session slot processor** command. If the **session** fails for all
processors on the MWAM card, you might need to **hw-module module reset** the card to re-establish
the communication paths. Copy the message exactly as it appears on the 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. Before contacting
Cisco Technical Assistence Center, gather the following additional information: - On the supervisor
engine **debug ip tcp rcmd**. Set this same debug on the MWAM processor that failed and re-attempt
to **write memory** from the processor which produced the failure. Gather the debug output on the
supervisor engine's console and the MWAM processor console. - On the supervisor engine, do **show
bootflash:** and **show slavebootflash:**. Gather the output. - On the supervisor engine, do **dir
bootflash:** and **dir slavebootflash:**. Gather the output. - On the supervisor engine and the MWAM
processor gather the results of **show running-config**. - On the MWAM processor gather the results
of **ping 128.0.0.1** and **ping 128.0.0.2**.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-5-DOWNLOAD_ABORTED: Aborted download of startup
configuration from supervisor

Explanation The processor is configured for **mwam config-mode supervisor**. The processor was in the process of attempting to download its startup configuration from the supervisor engine. The user invoked **mwam config-mode local**. This interrupted the download process and set the processor to use NVRAM for its startup configuration. The current default running configuration has been written to NVRAM.

Recommended Action No action is required.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-5-UPLD_FAILURE: Failed to upload config to [chars]
on supervisor. slavebootflash:is hosted on the standby supervisor engine. Failure
to write to the slavebootflash: might be safely ignored when there is no standby
supervisor engine. Otherwise, check for space on supervisor, squeeze supervisor
bootflash: and slavebootflash: as needed

Explanation The processor has failed to upload the running configuration to the indicated supervisor engine.

Recommended Action Verify that **mwam bootflash access** has not been disabled. Verify that there is space available on the supervisor engines's bootflash: and slavebootflash:. This might require deleting files or **squeeze bootflash:** from the supervisor engine's console. Failure to write to slavebootflash: is an error only if there is a standby supervisor in the chassis. slavebootflash: must be accessed from the console of the active supervisor engine. If this does not resolve the issue, verify that the internal communication with **session slot processor** command. If the **session** fails for all processors on the MWAM card, you might need to **hw-module module reset** the card to re-establish the communication paths.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-6-ABORT_CFG_DNLD: Aborting pending download of
config from supervisor.

Explanation The processor was attempting to download its startup configuration from the supervisor engine, when **mwam config-mode local** was invoked.

Recommended Action No action is required.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-6-BEGIN_DOWNLOAD: Downloading config from supervisor

Explanation The processor has begun attempting to download its startup configuration from the supervisor engine rather than from local NVRAM.

Recommended Action No action is required.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-6-DOWNLOAD_COMPLETE: Configuration retrieved from
supervisor in slot [dec]

Explanation The processor has successfully retrieved its startup configuration from the supervisor
engine in the indicated slot.

Recommended Action No action is required.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-6-INTERFACE_CHOSEN: Preparing internal interface
[dec] for config retrieval.

Explanation In **mwam config-mode supervisor**, processor's 6 and 7 must choose an internal
interface to use for downloading the configuration. This message records which interface was
chosen.

Recommended Action No action required.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-6-MODE_CHANGED: mwam config-mode changed to [chars]

Explanation The mwam config-mode successfully changed.

Recommended Action No action is required.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-6-UPLD_SUCCESS: Success: config uploaded to
supervisor [chars]

Explanation The processor has successfully uploaded the running configuration to the indicated
supervisor engine.

Recommended Action No action is required.

Error Message

%C6K_MWAM_CENTRALIZED_CONFIG-6-UPLOAD_SUCCEEDED: Config uploaded to [dec]
supervisor file system(s)

Explanation The MWAM processor is in **mwam config-mode supervisor** and the configuration has
been successfully saved to one or more supervisor engines.

Recommended Action If the number of supervisors indicated does not match the number installed,
you might need to verify that the files on bootflash and slavebootflash of the supervisor engine are
both up to date and take appropriate actions if not. Possible actions: - delete extra files and sqeeze
the device where the file is not up to date - save the configuration again or copy the file from one
supervisor engine to the other by hand.

Error Message

```
%C6K_PLATFORM-0-UNKNOWN_CHASSIS: The chassis type is not known.([hex])
```

Explanation The Cisco IOS software installed on the system does not recognize the chassis type specified in the error message.

Recommended Action Ensure that your Cisco IOS software release train supports the chassis type. Upgrade your system to the latest Cisco IOS software release in your release train.

Error Message

```
%C6K_PLATFORM-4-BADFLASH: Unsupported flash type in the bootflash - [chars]. Will
NOT be able to save crash info to flash of [chars] on module: [dec]
```

Explanation The Flash chips in the Flash memory SIMM are not supported by the system platform.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

```
%C6K_PLATFORM-4-CONFREG_BREAK_ENABLED: The default factory setting for config
register is 0x2102.It is advisable to retain 1 in 0x2102 as it prevents returning
to ROMMON when break is issued.
```

Explanation The SP configuration register has been changed from the default factory setting of 0x2102 to another hexadecimal value. The digit 1 in 0x2102 indicates that the eighth bit is set on, which disables the break function. If the eighth bit is set off, break is enabled. If a break command is entered by mistake, the switch enters ROMMON mode.

Recommended Action No action is required.

Error Message

```
%C6K_PLATFORM-4-CRASHSAVE: Will NOT be able to save crash info to flash of [chars]
on module: [dec]
```

Explanation The Flash memory is not formatted. Crash information cannot be saved.

Recommended Action Attempt to format the Flash memory device.

Error Message

```
%C6K_PLATFORM-5-LESS_SPACE: May not have enough space to save the crash info. on
flash of [chars] on module: [dec]
```

Explanation The Flash memory device does not have enough memory to save the crash information. It is possible that crash information could not be saved on the Flash memory device.

Recommended Action Remove files from the Flash memory device that may not be needed, and enter the **squeeze** command for the Flash memory device.

Error Message

```
%C6K_PLATFORM-5-MISMATCH: '[chars]' device programming algorithm mismatch
detected on [chars] (module: [dec]), formatting is recommended.
```

Explanation The Flash memory device programming algorithm that was written to the device when the Flash memory was formatted is different from what the current running software has detected.

Recommended Action Reformat the Flash memory device. Otherwise, no action is required.

Error Message

```
%C6K_POWER-1-PD_ERROR_DETECTED: There's an error detected on port [dec]/[dec]
```

Explanation The line card firmware has detected a hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C6K_POWER-1-PD_HW_FAULTY: There's a hardware problem on port [dec]/[dec]. Power
is turned off on the port.
```

Explanation The line card firmware has detected a hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C6K_POWER-3-NOMEM: Not enough memory available for [chars]
```

Explanation The power management subsystem could not obtain the memory it required.

Recommended Action Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-1-DNLD_ABORT_TIMEOUT: Timeout while waiting for
download to abort
```

Explanation   The processors on an SAMI will spend up to one minute attempting to download their configurations from the supervisor engine in **sami config-mode supervisor**. If during this time, the user invokes **sami config-mode local**, an attempt will be made to abort the download from the supervisor engine. The CLI will block for up to 60 seconds while this attempt is made. If the download is not aborted within 60 seconds this message is logged.

Recommended Action   Re-attempt the command **sami config-mode local**. If this fails, wait out the one minute until the download attempts stop and try 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/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 information that you have gathered.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-1-INVALID_SLOT: Invalid slot: slot/cpu number
retrieved, [dec]/[dec], ROMMON may be out of date
```

Explanation   The processor has determined that it is using an invalid slot or CPU number while attempting to retrieve configuration information from the supervisor engine.

Recommended Action   Verify that the ROMMON is up to date. If it is not, then upgrade it, using **upgrade rom-monitor** on each processor complex on the SAMI card. 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/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 information that you have gathered.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-1-NV_EXCEEDED: Config file [chars] size ([int])
exceeds allowed size ([int]). Deleting local startup-config
```

Explanation There is not enough space in local NVRAM to save the configuration after reading from supervisor. Need to reduce size of configuration.

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

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-1-UPLD_FAILURE_ACTIVE: Failed to upload [chars] to
[chars]. See any prior error messages provided by ifs/rcp. For out of space
problems, try squeezing supervisor [chars]
```

Explanation The processor has failed to upload to the indicated supervisor engine.

Recommended Action Verify that **sami bootflash access** has not been disabled. Verify that there is space available on thesupervisor engine's bootflash: or bootdisk: whichever is appropriate This may require deleting files and if bootflash: is being used **squeeze bootflash:** from the supervisor engine's console. If this does not resolve the issue, verify that the internal communication with session slot processor command. If the **session** fails for all processors on the SAMI card, you may need to hw-module module reset the card to re-establish the communication paths. If it is a NULL config upload during **write erase,** configuration files can be manually deleted from the supervisor engine. Copy the message exactly as it appears on the 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 information that you have gathered. Before contacting Cisco Technical Assistence Center, please gather the following additional information: - On the supervisor engine **debug ip tcp rcmd**. Set this same debug on the SAMI processor that failed and re-attempt the CLI command from the processor which produced the failure. Gather the debug output on the supervisor engine console and the SAMI processor console. Replace bootflash: with bootdisk: belowwhere applicable - On the supervisor engine, enter **show bootflash:** and Gather the output. - On the supervisor engine, enter **dir bootflash:** and Gather the output. - On the supervisor engine and the SAMI processor gather the results of **show running-config**.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-1-UPLOAD_FAILED: All writes for [chars] to
supervisor failed.
```

Explanation The attempt to write the said file while in supervisor mode failed

Recommended Action Verify that **sami bootflash access** has not been disabled. Verify that there is space available on the supervisor engine's bootflash: or bootdisk: whichever appropriate. This may require deleting files or **squeeze bootflash:** from the supervisor engine's console. If this does not resolve the issue, verify that the internal communication with session slot processor command. If the **session** fails for all processors on the SAMI card, you may need to hw-module module reset the

card to re-establish the communication paths. Copy the message exactly as it appears on the 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 information that you have gathered. Before contacting Cisco Technical Assistence Center, please gather the following additional information: - On the supervisor engine **debug ip tcp rcmd**. Set this same debug on the SAMI processor that failed and re-attempt the CLI command from the processor which produced the failure. Gather the debug output on the supervisor engine's console and the SAMI processor console. Replace bootflash: with bootdisk: belowwhere applicable - On the supervisor engine, enter **show bootflash:** and **show slavebootflash:**. Gather the output. - On the supervisor engine, enter **dir bootflash:** and **dir slavebootflash:**. Gather the output. - On the supervisor engine and the SAMI processor gather the results of **show running-config**.

Error Message

`%C6K_SAMI_CENTRALIZED_CONFIG-2-DOWNLOAD_FAILED: Failed to download startup configuration from [chars]`

Explanation The processor has failed to download its startup configuration from the supervisor engine. The processor will use the default configuration.

Recommended Action Fail functions over to an alternate processor or manually configure the processor from the console. Alternatively, the configuration may be downloaded manually from the supervisor endgine with the command copy tftp:///SLOTxSAMICy.cfg running-config, where should be replaced with 127.0.0.1 for the active supervisor and 127.0.0.2 for standby supervisor. In the filename SLOTxSAMICy.cfg, x should be replaced with the slot number of the SAMI and y should be replaced with the failed processor number. To correct the problem, verify that access to configuration files on the supervisor engine has not been disabled. The configuration command **no sami bootflash access** disables access. Verify that the supervisor engine image supports centralized configuration by attempting to manually configure **sami bootflash access**. Copy the message exactly as it appears on the 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 information that you have gathered. Before contacting Cisco Technical Assistence Center, gather the following additional information: - Determine if you can use the **session** to login to the processor that failed its download - Collect the output from **show module** - Collect the log from the supervisor engine as well as any affected SAMI processor - On the supervisor engine enable **debug tftp events** and reload the processor that failed. Gather the output.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-2-DOWNLOAD_TASK_FAILED: The SAMI centralized
configuration download process failed to start
```

Explanation   An internal error occurred which prevented a required process from starting. The configuration will not be downloaded from the supervisor engine. You will need to reload the processor. You may choose to run this processor in local mode until this problem is resolved.

Recommended Action   Fail functions over to an alternate processor or manually configure the processor from the console. Alternatively, the configuration may be downloaded manually from the supervisor engine with the command copy tftp:///SLOTxSAMICy.cfg running-config, where should be replaced with 127.0.0.1 for the active supervisor and 127.0.0.2 for the standby supervisor. In the filename SLOTxSAMICy.cfg, x should be replaced with the slot number of the SAMI and y should be replaced with the failed processor number. 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/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 information that you have gathered.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-3-NOT_AVAILABLE: Output of this operation is not
available since configuration download from Supervisor failed during bringup. For
proper operation, please fix configuration download during bringup and reload
[chars].
```

Explanation   Configuration download from Supervisor failed during processor bring-up. This renders the processor unusable unless the processor is reloaded again with successful configuration download.

Recommended Action   Copy the message exactly as it appears on the 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 information that you have gathered.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-3-NVRAM_CHANGE_FAILED: Write failed for: [chars],
[chars]
```

Explanation   When changing the configuration mode (config-mode) from supervisor to local, the running configuration is copied to nvram:startup-config. When changing the configuration mode from local to supervisor, the running configuration is copied to a file on the supervisor engine's bootflash. This copy operation failed.

Recommended Action   If changing from config-mode supervisor to local, perform **write erase**, wait for the NVRAM to re-initialize, then retry. When changing from config-mode local to supervisor, verify that **no bootflash access** has not been configured on the supervisor engine. Verify that there is room on the bootflash of the supervisor engine, using **squeeze** if necessary. If the problem persists, gather the results of -**dir nvram:** on the SAMI -**show bootflash:** on the supervisor engine -**show running-config** on the SAMI -**show running-config** on the supervisor engine. 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/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 information that you have gathered.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-3-NV_DELETE_FAIL: Failed to delete local
startup-config.
```

Explanation   Deletion of local NVRAM failed. Continuing anyway

Recommended Action   Copy the message exactly as it appears on the 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 information that you have gathered.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-3-UNEXPECTED_EVENT: Unexpected event while aborting
download of config from supervisor: [dec]:[dec]
```

Explanation   An unexpected internal event has occurred, which interfered with completing the config-mode change. Your system should operate normally otherwise.

Recommended Action   Re-attempt the command **sami config-mode local**. If this fails, wait out the one minute until the download attempts stop and try 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/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 information that you have gathered.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-4-UPLD_FAILURE_STDBY: Failed to upload [chars] to
[chars]. [chars] is hosted on the standby supervisor engine. Failure to write to
slavebootflash: or slavebootdisk: may be safely ignored when there is no standby
supervisor engine. Otherwise, this should be considered as an error. See any prior
error messages provided by ifs/rcp. For out of space problems, try squeezing
supervisor slavebootflash:
```

Explanation   The processor has failed to upload to the indicated supervisor engine.

Recommended Action   Verify that **sami bootflash access** has not been disabled. Verify that there is
space available on the standby supervisor engine's slavebootflash: or slavebootdisk: whichever is
appropriate. Failure to write to slavebootxxxx: is an error only if there is a standby supervisor engine
in the chassis.slavebootflash: or slavebootdisk: must be accessed from the console of the active
supervisor engine. If this does not resolve the issue, verify that the internal communication with
session slot processor command. If the **session** fails for all processors on the SAMI card, you may
need to **hw-module module reset** the card to re-establish the communication paths. If its a NULL
config upload during **write erase,** configuration files can be manually deleted from the supervisor
engine. Copy the message exactly as it appears on the 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 information that you have gathered. Before
contacting Cisco Technical Assistence Center, please gather the following additional information: -
On the supervisor engine **debug ip tcp rcmd**. Set this same debug on the SAMI processor that failed
and re-attempt the CLI command from the processor which produced the failure. Gather the debug
output on the supervisor engine console and the SAMI processor console. Replace slavebootflash:
with slavebootdisk: below where applicable - On the supervisor engine, enter **show slavebootflash:**.
Gather the output. - On the supervisor engine, enter **dir slavebootflash:**. Gather the output. - On the
supervisor engine and the SAMI processor gather the results of **show running-config**.

Error Message

```
%C6K_SAMI_CENTRALIZED_CONFIG-6-ABORT_CFG_DNLD: Aborting pending download of
config from supervisor.
```

Explanation   The processor was attempting to download its startup configuration from the supervisor
engine, when **sami config-mode local** was invoked.

Recommended Action   No action is required.

Error Message

%C6K_SAMI_CENTRALIZED_CONFIG-6-BEGIN_DOWNLOAD: Downloading config from supervisor

Explanation The processor has begun attempting to download its startup configuration from the supervisor engine rather than from local NVRAM.

Recommended Action No action is required.

Error Message

%C6K_SAMI_CENTRALIZED_CONFIG-6-DOWNLOAD_COMPLETE: Configuration retrieved from [chars]

Explanation The processor has successfully retrieved its startup configuration from the supervisor engine in the indicated slot.

Recommended Action No action is required.

Error Message

%C6K_SAMI_CENTRALIZED_CONFIG-6-INTERFACE_CHOSEN: Preparing internal interface [dec] for config retrieval.

Explanation In **sami config-mode supervisor**, processors 6 and 7 must choose an internal interface to use for downloading the configuration. This message records which interface was chosen.

Recommended Action No action is required.

Error Message

%C6K_SAMI_CENTRALIZED_CONFIG-6-MODE_CHANGED: sami config-mode changed to [chars]

Explanation The SAMI config-mode successfully changed.

Recommended Action No action is required.

Error Message

%C6K_SAMI_CENTRALIZED_CONFIG-6-UPLD_SUCCESS: Success: [chars] uploaded to supervisor [chars]

Explanation The processor has successfully uploaded to the indicated supervisor engine.

Recommended Action No action is required.

Error Message

%C6K_SAMI_CENTRALIZED_CONFIG-6-UPLOAD_SUCCEEDED: [chars] uploaded to [dec] supervisor file system(s)

Explanation The SAMI processor is in **sami config-mode supervisor** and the said file has been successfully saved to one or more supervisor engines. If the number of supervisors indicated does not match the number installed, you may need to verify that the files on bootflash and slavebootflash

of the supervisor engine are both up to date and take appropriate actions if not. Possible actions: - delete extra files and sqeeze the device where the file is not up to date - save the configuration again or copy or delete the file from one supervisor engine to the other by hand.

Recommended Action No action is required.

Error Message

%C6MSFC-3-BADCPUTYPE: Invalid CPU Type [dec].

Explanation The software does not recognize the MSFC on which it is operating. This problem might be caused by an improperly programmed or defective identification programmable read-only memory (IDPROM). [dec] is the invalid CPU type.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%C6MSFC-3-CHASSIS: Unknown chassis model.

Explanation The data stored in the CPU ID PROM is bad or incomplete.

Recommended Action Contact your Cisco technical support representative for assistance in updating your system.

Error Message

%C6MSFC-3-CONFIG: Recommended port adapter configuration exceeded

Explanation The number of port adapters configured is greater than the number supported for this system.

Recommended Action Verify that you are using the correct port adapters, check your system requirements, and correct the configuration.

Error Message

%C6MSFC-3-IONOT0: IO card discover in non-zero slot [dec]

Explanation An I/O card has been detected in the nonzero slot indicated in the error message.

Recommended Action Verify that the card is in the correct slot and that the configuration is correct. Try the operation again.

Error Message

%C6MSFC-3-NOCPUVER: Invalid CPU Revision [dec].

Explanation The CPU version could not be verified.

Recommended Action The system may need to be upgraded. 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

```
%C6MSFC-3-NOMAC: Can't allocate MAC address for interface [int]/[int]
```

Explanation The MAC address for the interface indicated in the message could not be allocated.

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

```
%C6MSFC-4-BADFLASH: Unsupported flash type in the bootflash - [chars].
```

Explanation The Flash chip in the Flash SIMM is not supported by the platform.

Recommended Action Contact your Cisco technical support representative for assistance in updating your system.

Error Message

```
%C6MSFC-4-COOKIE: Corrupt or missing MAC address cookie using random base [enet]
```

Explanation The MAC address could not be detected. It may have been corrupted or be missing.

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

```
%C6MSFC-4-CRASHSAVE: Will NOT be able to save crash info to flash
```

Explanation The Flash memory is unformatted. Crash information will not be saved.

Recommended Action Attempt to format the Flash memory device.

Error Message

```
%C6MSFC-4-MACBLKSIZE: Unknown MAC address block size.
```

Explanation The data stored in the CPU ID PROM is bad or incomplete.

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

```
%C6MSFC-4-PCIVALID: PCI activation failed, bay [dec], [hex]
```

Explanation Not available.

Recommended Action Not available.

Error Message

`%C6MSFC-5-LESS_SPACE: Not enough space to save the crash info.`

Explanation The Flash memory device does not have enough space. Crash information may not have been saved on it.

Recommended Action Try removing unneeded files from the Flash memory device and enter the **run squeeze** command for the Flash memory device.

Error Message

`%C6SUP-3-NOVLANMAC: Can't allocate MAC address for VLAN interface [int]`

Explanation The allocation of the MAC address has failed because the VLAN number is outside the range supported by the chassis.

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.

C7200_TDM Messages

The following are Cisco 7200 midplane TDM bus messages.

Error Message

`%C7200_TDM-3-TDM_CLOSE: MT90820 Midplane Close connection failed - STo%d, CHo%d`

Explanation An attempt to disable midplane tdm connection failed

Recommended Action No action is required.

Error Message

`%C7200_TDM-3-TDM_INV_CONN_REQ: Upper Layer made invalid TDM request - STo%d, CHo%d`

Explanation An invalid request was made to use TDM Midplane

Recommended Action No action is required.

Error Message

`%C7200_TDM-3-TDM_INV_DISC_REQ: Upper Layer made invalid TDM request - STo%d, CHo%d`

Explanation An invalid request was made to use TDM Midplane

Recommended Action No action is required.

Error Message

```
%C7200_TDM-3-TDM_OPEN: MT90820 Midplane Open connection failed - STi%d, CHi%d,
STo%d, CHo%d
```

Explanation An attempt to open a midplane tdm connection failed

Recommended Action No action is required.

Error Message

```
%C7200_TDM-4-TDM_MONITOR: TDM Monitor running, counter = %d, failed = %d
```

Explanation None.

Recommended Action No action is required.

Error Message

```
%C7200_TDM-4-TDM_MONITOR_DONE: TDM Monitor stopped, counter = %d, failed = %d
```

Explanation None.

Recommended Action No action is required.

C7304_RP Messages

Error Message

```
%C7304_RP-2-CLK_DOM: [chars] clock domain not ready.
```

Explanation A hardware clock domain on the RP (Route Processor) did not indicate that it was ready. Without all the clocks on the RP the router cannot be fully used and will come up in minimal boot mode. These failures can originate from corrupted FPGA (Field Programmable Gate Array) images on the RP. FPGA images can get corrupted when an RP FPGA upgrade is interrupted/terminated before it could complete.

Recommended Action The router will come up in minimal boot mode and the only interface that can be used then is the management port. Retry the FPGA upgrade. The command to start the FPGA upgrade is **upgrade fpga all**. After successfully completing the FPGA upgrade, reload the router so it can come up in normal mode. If the FPGA upgrade does not solve the problem, then the problem is most likely a hardware 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/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

```
%C7304_RP-2-CPLD_ACC: CPLD access failed to [chars], mask [hex], register [hex]
```

Explanation The CPLD logic device needed to be accessed to perform the indicated action in order to apply the specified mask value to the specified CPLD register. This access failed. A consequence of that failure can be that parts of the router are not working.

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/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

```
%C7304_RP-2-CPLD_RW: Could not [chars] CPLD (register [hex]).
```

Explanation The CPLD (Complex Programmable Logic Device) on the RP (Route Processor) could not be read or written (see error message) to access the indicated register.

Recommended Action Reload the router and if the problem occurs frequently this could be a hardware 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/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

```
%C7304_RP-2-FPGA_NOT_UP: [chars].
```

Explanation One or more FPGAs (Field Programmable Gate Arrays) on the RP (Route Processor) have not come up when the system was started. The affected FPGA is indicated in the error message. The typical reason for such failures is that the FPGA upgrade on the RP got interrupted/terminated before it could complete. This can happen due to power loss or due to unexpected router reloads.

Recommended Action The router will come up in minimal boot mode and the only interface that can be used then is the management port. Retry the FPGA upgrade. The command to start the FPGA upgrade is **upgrade fpga all**. After successfully completing the FPGA upgrade, reload the router so it can come up in normal mode. If the FPGA upgrade does not solve the problem then the problem is most likely a hardware 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/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

```
%C7304_RP-2-MINB: System in minimal boot mode due to monitor variable '[chars]'.
```

Explanation The router is in minimal boot mode because ROM monitor has a variable called 'MINB'
set to a non-zero value. This must have come from a manual intervention and needs to be undone
now.

Recommended Action Enter ROM monitor on the router either by using a config-register value that
does not automatically boot an image (such as 0x0) or send the break key to the console port (if
permitted). At the ROM monitor command prompt enter the following commands: **MINB= sync**
Type the commands exactly as shown above. Now load your image and IOS should come up in
normal mode.

C7600 Messages

Error Message

```
%C7600_BFD-6-CONF_BFD_SVI_PLAT_KNOB: The BFD configurations on VLAN interfaces
are allowed now. Note that the BFD sessions should be un-configured before removing
this command.
```

Explanation The BFD sessions over SVI interface will be allowed after configuring this hidden CLI.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%C7600_BFD-6-UNCONF_BFD_SVI_PLAT_KNOB: If BFD is not un-configured prior to
removal of this command, BFD sessions over VLAN interfaces may remain active and
running configuration might not show the BFD configurations.
```

Explanation The BFD sessions may be alive though BFD configuration is not seen under SVI
interface.

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/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

%C7600_ES-2-CRITICAL_ERR: C7600-ES Line Card Failure: [chars]

Explanation A critical error has occurred on the C7600-ES Line Card. The message that was
previously received on the console or in the system log and cash dump should provide more
information of the problem.

Recommended Action If the problem persists, then collect **crash dump** output. Copy the message
exactly as it appears on the 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 information that you have gathered.

Error Message

%C7600_ES-2-IOFPGA_IO_BUS_ERROR: C7600-ES Line Card IOFPGA IO [chars] Bus Error:
Error = [hex] Error Address = [hex], Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card.
SELENE/LINKFPGA/PEFPGA FPGA failed to respond to a read or write access. This message
indicates a hardware failure or malfunction. The line card will reload to attempt to fix 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/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 information that you have gathered.

Error Message

%C7600_ES-2-NMI_RESET: C7600-ES Line Card NMI reset by SUP

Explanation The Supervisor detected C7600-ES line card as unresponsive and attempted to recover
the line card by issuing an Non Maskable Interrupt.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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 information that you have gathered.

Error Message

%C7600_ES-2-NP_FAILURE: C7600-ES Line Card NP [dec] Failure: [chars]

Explanation An unexpected fatal condition has occurred on the C7600-ES Line Card. The message
that was previously received on the console or in the system log and cash dump should provide more
information of the problem. This message indicates a NP failure or malfunction. The LC will reset
to attempt to fix the problem.

Recommended Action If the problem persists, then collect **crash dump** output. Copy the message
exactly as it appears on the 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 information that you have gathered.

Error Message

%C7600_ES-2-NP_FASTRESET: C7600-ES Line Card NP[[dec]] Fast Reset Performed

Explanation A fast reset of the network processor (NP) has occurred due to an NP-specific failure.

Recommended Action No action is required.

Error Message

%C7600_ES-2-NP_HARDRESET: C7600-ES Line Card NP[[dec]] Hard Reset Performed

Explanation A fast reset of the network processor (NP) has occurred due to an NP-specific failure.

Explanation No action is required.

Error Message

%C7600_ES-2-NP_WORKAROUND: C7600-ES Line Card NP[[dec]] Workaround [chars] after
[[dec]] retries

Explanation The NP workaround routine on the C7600-ES Line Card Passed/Fail.If the workaround
failed, it will result in packets not being forwarded.

Recommended Action Attempt to reload the line card. If 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/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 information that you have gathered.

Error Message

`%C7600_ES-2-PEX_INIT_FAILED: C7600-ES Line Card PCI Express Initialization failed at [chars][[dec]]`

Explanation   The C7600-ES Line Card received an error during initialization when attempting to
initialize the PCI Express interface with the forwarding hardware. A hardware problem has
prevented the target line card from fully initializing. This will result in packets not being forwarded.

Recommended Action   Attempt to reload the line card. If 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/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 information that you have gathered.

Error Message

`%C7600_ES-2-UNRECOVERABLE_FAILURE: C7600-ES Line Card Unrecoverable Failure for Device: [chars]`

Explanation   An unexpected fatal condition has occurred on the C7600-ES Line Card. The message
that was previously received on the console or in the system log should provide more information
on the specific nature of the problem. This message indicates a hardware failure or malfunction. The
system will reload to attempt to fix the problem.

Recommended Action   If this message recurs, copy the message exactly as it appears on the 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 information that you have gathered.

Error Message

`%C7600_ES-3-KPFPGA_FIFO_INT: C7600-ES Line Card Packet Engine Supertycho KPFPGA Interrupt`

Explanation   An unexpected hardware error condition has occurred on the C7600-ES Line Card. A
data traffic between Earl and firmware ASIC Metropolis is flow controlled

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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 information that you have gathered.

Error Message

%C7600_ES-3-KPFPGA_PARITY_ERR_INT: C7600-ES Line Card Packet Engine Supertycho
KPFPGA Parity Error

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card.
Parity error during KPFPGA register access

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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 information that you have gathered.

Error Message

%C7600_ES-3-PE_INT_BUS_ACL_PARITY: C7600-ES Line Card Packet Engine ACL Counter
FPGA Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A
parity error is detected when reading from the ACL Counter FPGA

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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 information that you have gathered.

Error Message

%C7600_ES-3-PE_INT_BUS_INV_ADDR_ERR: C7600-ES Line Card Packet Engine Invalid
Address Access on Earl CardIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. An
IO Bus transfer from the Baseboard goes to an undefined address on the Earl card.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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 information that you have gathered.

Error Message

%C7600_ES-3-PE_INT_BUS_PARITY: C7600-ES Line Card Packet Engine Bus Parity ErrorIO
Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A
parity error is detected on the IO Bus from the Baseboard

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered.

Error Message

%C7600_ES-3-PE_INT_BUS_PROTOCOL_ERR: C7600-ES Line Card Packet Engine IO Bus
Protocol ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A
transfer on the IO Bus between the Baseboard and the Earl FPGA did not follow the bus protocol

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered.

Error Message

%C7600_ES-3-PE_INT_BUS_ST_PARITY: C7600-ES Line Card Packet Engine Supertycho
Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card. A
parity error is detected when reading from the Supertycho register.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered.

Error Message

```
%C7600_ES-3-PE_INT_BUS_TIMEOUT: C7600-ES Line Card Packet Engine Bus Timeout: IO
Bus Error Address = [hex], IO Bus Error Data = [hex]
```

Explanation An unexpected hardware error condition has occurred on the C7600-ES Line Card.
Supertycho or the ACL Counter FPGA failed to respond to a read or write access within 1¬μsec

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered.

Error Message

```
%C7600_ES-5-BRIDGE_ASIC_INTR: The Bridge-ASIC-[chars][[dec]] interrupt asserted.
Addr[[hex]]=[hex]
```

Explanation The Bridge-ASIC on the line card has experienced an interrupt. The recovery action is
already taken and no further action is needed.

Recommended Action No action is required.

Error Message

```
%C7600_ES-5-FPGA_IMAGE_CORRUPTED: [chars] failed to program at power up, presumed
corrupted.
```

Explanation One of the FPGAs failed to program at boot. The board will not and cannot forward
traffic in this state. Failure to program presumably caused by corrupted FPGA image. Likely cause
of corrupted FPGA image: write failure during FPGA FPD upgrade. Likely cause of FPGA FPD
upgrade fauilure: unexpected LC reset during FPD upgrade.

Recommended Action If failure occurred during a FPGA FPD upgrade, ensure that LC was not/will
not be inadvertently reset during upgrade. Some FPGA FPD upgrades might require a longer time
to complete, and an inadvertent reset during the programming interval will corrupt the FPGA image.
If failure did not occur during an FPD upgrade, the FPGA recovery logic will nevertheless
necessitate a FPGA FPD upgrade. As a reminder, this requires an FPD bundle file on the supervisor
to complete.

Error Message

`%C7600_ES-5-FPGA_RECOVERY: [chars] recovery invoked.`

Explanation FPD is being invoked to recover corrupted FPGA FPD image. Allow a few minutes for programming to complete. FPD will report results from programming FPGA. If FPD reports success, recovery has completed successfully.

Recommended Action Verify that FPD successfully recovered image.

Error Message

`%C7600_ES-5-MET_TIMEOUT: Rewrite Engine Multicast Expansion Table access timeout recovery action invoked, Address = [hex]`

Explanation The line card experienced an IO-BUS timeout while accessing the Multicast Expansion Table. The recovery action is already taken and no further action is needed.

Recommended Action No action is required.

Error Message

`%C7600_ES_LINK-3-FPGA_NOT_READY: [chars] reports Link FPGA is not ready (ConfigPLD status [hex])!`

Explanation The Link FPGA configuration is not done properly. This could be caused by an incompleted Link FPGA update in a previous FPD upgrade process.

Recommended Action Restart the FPD upgrade. 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/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 information that you have gathered.

Error Message

`%C7600_ES_LINK-3-INIT_FAILED: Failed to initialize Link Daughtercard.`

Explanation Link Daughtercard initilization process failed. The reason for this problem could be Link FPGA not ready, memory allocation failure, or fatal OS kernel error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

%C7600_ES_LINK-3-INTR_THROTTLE: Interface [chars] PHY interrupt is throttled.
Total throttle count [dec].

Explanation   10GE PHY interrupt burst has occurred on one of the interfaces on the link
daughtercard. The error message indicates that a throttling mechanism has been applied to this port
to avoid any operational damage that could be provoked by this event. The cause for this problem
could be bad transceiver, highly frenquent flapping optical signals, or mismatched path signals (e.g.
receiving 10GBASE-W signal on 10GE LAN interface), etc.

Recommended Action   Check the interface configuration and received signal characteristics. Also
verify the XFP transceiver and receive signal path to determine the exact root cause. 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/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 information that you have gathered.

Error Message

%C7600_ES_LINK-3-SEND_MSG: Link DC failed to notify driver process about a line
state change in the interface port [dec]

Explanation   A line state change has occurred on one of the interface ports on the link daughtercard.
The error message indicates the port number. The state change notification could not be sent to link
daughtercard processor. The cause for this problem could be memory exhaustion.

Recommended Action   Enter the show memory summary command to attempt to determine the cause
of the error. If it is insufficient system memory, reduce other system activity to ease memory
demands. If conditions warrant, upgrade to a larger memory configuration.If this message recurs,
copy the message exactly as it appears on the 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 information that you have gathered.

Error Message

%C7600_ES_LINK-4-SCPBUF_ERR: Failed to get packet from SCP packet pool for [chars]

Explanation   The Line Card failed to allocate a packet from the SCP packet pool for the transceiver
control message specified in the error message.

Recommended Action   No action is required.

Error Message

`%C7600_ES_LINK-5-ALS_RESTARTREJ: ALS manual restart command on the Interface [chars] is rejected.`

Explanation The most recent Automatic Laser Shutdown manual restart command on the given interface was issued when the ALS statemachine was not in the IDLE state and hence it not accepted.

Recommended Action No action is required.

Error Message

`%C7600_ES_LINK-6-NETCLK_SUPPORT: The card doesnot support network-clocking, network-clock commands are rejected`

Explanation Only Rev2 cards and above supports network-clocking. The network-clock commands for cards with revision number less than 2 will be rejected.

Recommended Action No action is required.

Error Message

`%C7600_SSC-3-BRDTYPE_INDEX_MISMATCH: [chars]: Board type ([dec]) and card index ([dec]) do not match`

Explanation A mismatch was detected between the card index and board type. For C7600-SSC-400, board type is 4 and card index is 191. For C7600-SSC-600 board type is 5 and card index is 224.

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

`%C7600_SSC-3-DCM_FAIL: [chars]: [chars] FPGA module DCM Lock Failure, status:[hex]`

Explanation One or more of the Digital Clock Managers (DCM) for the Data Path FPGAs failed to lock. This 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/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

%C7600_SSC-3-DPRX_ERR: [chars]: [chars].

Explanation   There was an error receiving data from the SPA, possibly due to data corruption.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C7600_SSC-3-DPTX_ERR: [chars]: [chars].

Explanation   There was an error sending data to the SPA, possibly due to data corruption.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C7600_SSC-3-DPTX_ERR_MECC: [chars]: [chars]. ERR addr register:[hex].

Explanation   There was an error sending data to the SPA, possibly due to data corruption.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C7600_SSC-3-DPTX_ERR_SECC: [chars]: [chars]. Single bit error count:[hex], ECC
ERR addr register:[hex].
```

Explanation   A data corruption error that was automatically fixed was detected while sending data to the SPA.

Recommended Action   No action is required if you see this message once. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C7600_SSC-3-DPTX_QDR: [chars]: Error clearing QDR queue [dec].
```

Explanation   One of the QDR queues did not flush completely.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C7600_SSC-3-DP_COUNTERS: [chars]: Failed to create DP counter process.
```

Explanation   A process is spawned on bootup to monitor the counters of the Data Path FPGAs. There was an error creating this process.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C7600_SSC-3-DP_ERROR: [chars]: Bus Error initializing [chars] FPGA, addr: [hex].
```

Explanation   This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action   Enter the show hw-module command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C7600_SSC-3-DP_PROGRAMMING: [chars]: [chars] FPGA failed to program.
```

Explanation   This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action   Enter the how hw-module command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C7600_SSC-3-SINGLE_SPA_MODE: [chars]: Module will use only bay [dec]. Bay [dec] is shut.
```

Explanation   This message indicates that 7600-SSC-400 is in single-spa-mode.

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

Error Message

```
%C7600_SSC-3-SSC_BAY_SHUT: [chars]: Bay [dec] is shutdown because 7600-SSC-400 is in single-spa-mode
```

Explanation   This message indicates that specified bay is shut down. In single-spa-mode, only one bay is active.

Recommended Action   Refer to IPSEC SPA documentation for information about single-spa-mode.

Error Message

`%C7600_SSC-3-SW_ERROR: [chars]: [chars]`

Explanation   This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C7600_SSC-3-UNKNOWN_BRDTYPE: [chars]: SSC board type [dec] is not supported`

Explanation   Board type does not belong to either C7600-SSC-600 or C7600-SSC-400.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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. CAPI Messages

Recommended Action   The following are card application programming interface (API) messages.

Error Message

`%C7600_SSC-7-DP_DISABLE: [chars]: [chars] FPGA is forced disabled.`

Explanation   This FPGA has been forced disabled. This is a debugging feature.

Recommended Action   No action is required.

Error Message

`%C7600_SSC400-3-BRDTYPE_INDEX_MISMATCH: [chars]: Board type ([dec]) and card index ([dec]) do not match`

Explanation   A mismatch was detected between the card index and board type. For C7600-SSC-400, board type is 4 and card index is 191.For C7600-SSC-600, board type is 5 and card index is 224

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

```
%C7600_SSC400-3-DCM_FAIL: [chars]: [chars] FPGA module DCM Lock Failure,
status:[hex]
```

Explanation   One or more of the Digital Clock Managers (DCM) for the Data Path FPGAs failed to
lock. This 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/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 information that you have gathered.

Error Message

```
%C7600_SSC400-3-DPRX_ERR: [chars]: [chars].
```

Explanation   There was an error receiving data from the SPA, possibly due to data corruption.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console
or in the system log. Research and attempt to resolve the issue using the tools and utilities provided
at http://www.cisco.com/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 information that you have gathered.

Error Message

```
%C7600_SSC400-3-DPTX_ERR: [chars]: [chars].
```

Explanation   There was an error sending data to the SPA, possibly due to data corruption.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console
or in the system log. Research and attempt to resolve the issue using the tools and utilities provided
at http://www.cisco.com/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 information that you have gathered.

Error Message

```
%C7600_SSC400-3-DPTX_ERR_MECC: [chars]: [chars]. ERR addr register:[hex].
```

Explanation   There was an error sending data to the SPA, possibly due to data corruption.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

```
%C7600_SSC400-3-DPTX_ERR_SECC: [chars]: [chars]. Single bit error count:[hex],
ECC ERR addr register:[hex].
```

Explanation   A data corruption error that was automatically fixed was detected while sending data to the SPA.

Recommended Action   No action is required if you see this message once. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

```
%C7600_SSC400-3-DPTX_QDR: [chars]: Error clearing QDR queue [dec].
```

Explanation   One of the QDR queues did not flush completely.

Recommended Action   If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

%C7600_SSC400-3-DP_COUNTERS: [chars]: Failed to create DP counter process.

Explanation   A process is spawned on bootup to monitor the counters of the Data Path FPGAs. There was an error creating this process.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

%C7600_SSC400-3-DP_ERROR: [chars]: Bus Error initializing [chars] FPGA, addr: [hex].

Explanation   This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action   Enter **show hw-module slot fpd**. 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/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 information that you have gathered.

Error Message

%C7600_SSC400-3-DP_PROGRAMMING: [chars]: [chars] FPGA failed to program.

Explanation   This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action   Enter **show hw-module slot fpd**. 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/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 information that you have gathered.

Error Message

`%C7600_SSC400-3-SINGLE_SPA_MODE: [chars]: Module will use only bay [dec]. Bay [dec] is shut.`

Explanation This message informs that 7600-SSC-400 is in single-spa-mode.

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

Error Message

`%C7600_SSC400-3-SSC_BAY_SHUT: [chars]: Bay [dec] is shutdown because 7600-SSC-400 is in single-spa-mode`

Explanation This message indicates that specified bay is shut down. In single-spa-mode, only one bay is active.

Recommended Action Refer to IPSEC SPA documentation for information about single-spa-mode.

Error Message

`%C7600_SSC400-3-SW_ERROR: [chars]: [chars]`

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

`%C7600_SSC400-3-UNKNOWN_BRDTYPE: [chars]: SSC board type [dec] is not supported`

Explanation Board type does not belong to either C7600-SSC-600 or C7600-SSC-400.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

```
%C7600_SSC400-7-DP_DISABLE: [chars]: [chars] FPGA is forced disabled.
```

Explanation This FPGA has been forced disabled. This is a debugging feature.

Recommended Action No action required.

Error Message

```
%C7600_SSC600-3-DCM_FAIL: %s FPGA module DCM Lock Failure, status:%08x
```

Explanation One or more of the Digital Clock Managers (DCM) for the Data Path FPGAs failed to lock. This indicates a hardware failure

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C7600_SSC600-3-DPRX_ERR: %s.
```

Explanation There was an error receiving data from the SPA, possible due to data corruption.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%C7600_SSC600-3-DPTX_ERR: %s.
```

Explanation There was an error sending data to the SPA, possible due to data corruption.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%C7600_SSC600-3-DPTX_ERR_MECC: [chars]. ERR addr register:[hex].

Explanation There was an error sending data to the SPA, possibly due to data corruption.

Recommended Action If this message recurs, copy the message exactly as it appears on the console
or in the system log. Research and attempt to resolve the issue using the tools and utilities provided
at http://www.cisco.com/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

%C7600_SSC600-3-DPTX_ERR_SECC: [chars]. Single bit error count:[hex], ECC ERR addr
register:[hex].

Explanation A data corruption error that was automatically fixed was detected while sending data to
the SPA.

Recommended Action No action is required if you see this message once. If this message recurs, copy
the message exactly as it appears on the console or in the system log. Research and attempt to
resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%C7600_SSC600-3-DPTX_QDR: Error clearing QDR queue %d.

Explanation One of the QDR queues did not flush completely.

Recommended Action If this condition persists, copy the message exactly as it appears on the console
or in the system log. Research and attempt to resolve the issue using the tools and utilities provided
at
http://www.cisco.com/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

`%C7600_SSC600-3-DP_COUNTERS: Failed to create DP counter process.`

Explanation   A process is spawned on bootup to monitor the counters of the Data Path FPGAs. There was an error creating this process.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C7600_SSC600-3-DP_ERROR: Bus Error initializing %s FPGA, addr: 0x%08x.`

Explanation   This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action   Enter show hw-module slot fpd. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C7600_SSC600-3-DP_PROGRAMMING: %s FPGA failed to program.`

Explanation   This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

Recommended Action   Enter show hw-module slot fpd. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%C7600_SSC600-3-SINGLE_SPA_MODE: Module will use only bay %d. Bay %d is shut.`

Explanation This message informs that 7600-SSC-400 is in single-spa-mode.

Recommended Action This message is informational only

Error Message

`%C7600_SSC600-3-SSC_BAY_SHUT: Bay %d is shutdown because 7600-SSC-400 is in single-spa-mode`

Explanation This message indicates that specified bay is shut down. In single-spa-mode, only one bay is active.

Recommended Action Refer to IPSEC SPA documentation for information about single-spa-mode.

Error Message

`%C7600_SSC600-3-SW_ERROR: NULL`

Explanation SMSC_INTERNAL_SW_ERR_STD_EXPLANATION

Recommended Action Copy the message exactly as it appears on the 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

`%C7600_SSC600-7-DP_DISABLE: %s FPGA is forced disabled.`

Explanation This FPGA has been forced disabled. This is a debugging feature.

Recommended Action No action required.

C830 Messages

Error Message

`%C830_HW_CRYPTO-0-HIFN_KAT_FAILURE: Hifn 7902 Known Answer Test failed ([chars])`

Explanation One of the known answer tests has failed. The hardware crypto engine is not operable in this state.

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.

C870 Messages

Error Message

`%C870_FE-1-INITFAILP: C870/FE([dec]/[dec]), Init failed at [chars]`

Explanation The FE could not allocate an I/O buffer pool.

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

Error Message

`%C870_FE-1-MACADDRFAIL: C870/FE([dec]/[dec]), Unable to set the Mac-address for the interface`

Explanation The FEC could not set the mac address of the interface.

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/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

`%C870_FE-1-SHOWFAIL: C870/FE([dec]/[dec]), Memory error at [chars]`

Explanation The FEC could not allocate memory to display controller.

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

Error Message

`%C870_FE-1-TXERR: [chars]: Fatal transmit error. Restarting...`

Explanation A fatal transmit error occurred on the Ethernet line, causing the line to be restarted.

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/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

`%C870_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

`%C870_FE-3-INITFAILURE: Initialization failure - [chars]`

Explanation The Ethernet switch driver detected an error while initializing.

Recommended Action Copy the message exactly as it appears on the 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

`%C870_FE-3-NOT_RESPONDING: Ethernet Switch Module is not responding`

Explanation   The switch module could not be configured.

Recommended Action   Copy the message exactly as it appears on the 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

`%C870_FE-3-OVERFLO: C870/FE([dec]/[dec]), 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

`%C870_FE-3-UNDERFLO: C870/FE([dec]/[dec]), 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

`%C870_FE-4-BABBLE: C870/FE([dec]/[dec]), Babble error, CSR[dec]=[hex]`

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

`%C870_FE-4-QUEUE_FULL: Ethernet Switch Module transmit queue is full`

Explanation   The switch module's transmit queue is full and packets are being dropped.

Recommended Action   Reduce the rate of packet transmission to the Switched Virtual Interfaces to be less than 9 Mbps.

Error Message

```
%C870_FE-5-EXECOLL: C870/FE([dec]/[dec]), Excessive collision
```

Explanation Excessive collisions occurred on the Fast Ethernet interface.

Recommended Action No action is required.

Error Message

```
%C870_FE-5-LATECOLL: C870/FE([dec]/[dec]), Late collision
```

Explanation Late collisions occurred on the Fast Ethernet interface.

Recommended Action If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. Otherwise, no action is required.

Error Message

```
%C870_FE-5-LOSTCARR: C870/FE([dec]/[dec]), Lost carrier. Transceiver problem?
```

Explanation The cable and/or transceiver is not connected.

Recommended Action Connect the cable and/or transceiver.

Error Message

```
%C870_HW_CRYPTO-0-SEC_KAT_FAILURE: Motorola SEC 1.0 Known Answer Test failed
([chars])
```

Explanation One of the known answer tests has failed. The hw crypto engine is not operable in this 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/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.

C950 Messages

Error Message

```
%C950-1-OVERTEMP: System detected OVERTEMPERATURE condition. Putting the system
in Power save mode and going to rommon. Please resolve cooling problem and restart
system!
```

Explanation The environmental monitor has detected a high-temperature condition.

Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. 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

```
%C950-3-BADADDR: c950_little_endian_addr: Attempted conversion of invalid address
([hex])
```

Explanation A software error occurred during an attempt to determine PCI device addressing. This condition is most likely caused by a 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

```
%C950-3-BADADDR2: c950_big_endian_addr: Attempted conversion of invalid address
([hex])
```

Explanation A software error occurred during an attempt to determine PCI device addressing. This condition is most likely caused by a 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

```
%C950-3-BADBAYDEV: get_pci_dev_num: Invalid bay ([dec]) or device number offset
([dec])
```

Explanation A software error occurred during an attempt to determine PCI device addressing. This condition is most likely caused by a 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

`%C950-3-BADDEVNO: pas_get_device_subunit: Invalid PCI device number: [dec]`

Explanation A software error occurred during an attempt to determine PCI device addressing. This condition is most likely caused by a 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

`%C950-3-BADNV: Detected invalid NVRAM size: [dec] bytes`

Explanation The detected size of NVRAM is not one of the supported sizes. The NVRAM might be 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

`%C950-3-BADPA: Invalid Port Adaptor type ([dec]) reported for mainboard`

Explanation The virtual port adapter type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a new mainboard type and the software release that the system is running does not support the new mainboard type.

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

`%C950-3-BADPCIRD: PCI Configuration Read Cycle Failed for bus [dec], Device [dec], function [dec], register [dec]`

Explanation A PCI Bus Configuration Read cycle has failed.

Recommended Action Replace the mainboard. 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

```
%C950-3-BADPCIWR: PCI Configuration Write Cycle Failed for bus [dec], Device
[dec], function [dec], register [dec]
```

Explanation   A PCI Bus Configuration Write cycle has failed.

Recommended Action   Replace the mainboard. 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

```
%C950-3-NOMAC: Can't allocate MAC address for interface [int]/[int]
```

Explanation   All available MAC addresses for the system have been allocated.

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

```
%C950-3-NVERASEFAIL: Failed to erase config due to internal error
```

Explanation   The password protection feature failed to erase the configuration because of an internal error.

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.

CAFE Messages

Error Message

```
%CAFE-0-FATAL_INTR: CAFE: fatal interrupt: interrupt status [hex], interrupt mask
[hex]
```

Explanation   Critical interrupts have occurred that indicate system forwarding might have ceased.

Recommended Action   Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CAFE-2-PARITY_ERR: CAFE: parity interrupt #[dec]: address [hex], Data: [hex], [hex], [hex], [hex]`

Explanation A parity error was detected while the Layer 2 forwarding table was being accessed.

Recommended Action Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

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

Explanation The EARL ASIC has generated excessive interrupts. The system is enforcing interrupt throttling to protect the supervisor.

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

CAIM Messages

Error Message

`%CAIM-1-ELMERREV: AIM in slot %u not supported by this HW revision.`

Explanation The revision level of the C2600 'Elmer' PLD does not support compression AIM. The PLD needs to be reprogramed.

Recommended Action The C2600 'Elmer' PLD needs to be reprogrammed to a later revision. Refer to CCO Release Notes for the C2600 and Compression AIM for an explanation of how to reprogram the PLD.

Error Message

```
%CAIM-1-HIFNERR: Caim %u: Hifn 9711 Errors reported: 9711 Status 0x%lx DMA status
0x%lx
```

Explanation The specified CAIM reported a Hifn9711 error.

Recommended Action This is an indication of a serious malfunction of the Compression AIM or of the system bus. The Compression AIM should be replaced.

Error Message

```
%CAIM-1-HIFNREV: Compression AIM type in slot %u is not supported by this platform.
```

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

Recommended Action Power off and replace the Compression AIM card.

Error Message

```
%CAIM-1-INITFAIL: CAIM %d: Initialization failed at %s
```

Explanation The CAIM device would not reset properly. Indicative of a compression AIM hardware failure.

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

Error Message

```
%CAIM-1-INVELMT: Invalid CAIM element: %d
```

Explanation The CAIM element number specified in the command is invalid.

Recommended Action CAIM element numbers range from 0 to one less than the number of CAIMs possible in your system. Verify the number of CAIMs present in your system.

Error Message

```
%CAIM-1-NODEV: AIM slot %d: Could not locate Compression AIM; found PCI vendor id
0x%x instead
```

Explanation The AIM ID PROM indicates that a Compression AIM is present but the PCI vendor / device ID was not that expected for a Compression AIM.

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

Error Message

```
%CAIM-1-NOMEMORY: CAIM %d: Memory allocation failure; could not allocate %s
```

Explanation An attempt to allocate memory for the specified compression AIM failed. More RAM may be required to execute this image.

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

Error Message

```
%CAIM-1-NOSUCH: No such CAIM element: %d
```

Explanation The CAIM element number specified is not present in the system

Recommended Action CAIM element numbers range from 0 to one less than the number of CAIMs present in your system. Verify the number and presence of CAIMs in your system.

Error Message

```
%CAIM-1-PCIABT: Caim %u: PCI Abort reported: status 0x%lx
```

Explanation The specified CAIM reported a bus error (PCI Abort).

Recommended Action This is an indication of a serious malfunction of the Compression AIM or of the system bus. The Compression AIM should be replaced. A second possible explanation is that there is a mismatch in the configured compression algorithm on either side of a serial link. This situation can also give rise to PCI Abort problems. The recommended action in such cases is to configure matching compression algorithms on either side of the link and then to reboot the router which experienced the PCI Abort.

Error Message

```
%CAIM-1-UNEXPINT: Unexpected AIM Interrupt
```

Explanation We received an AIM interrupt from an unknown AIM device. There is no recognizable AIM installed in the system, and yet we received an AIM interrupt.

Recommended Action If there is a compression AIM installed in the C2600, then it is defective and must be replaced. If there is some other AIM installed in the C2600 then it must be removed. If there is no AIM installed, then the C2600 unit is defective and must be replaced.

Error Message

```
%CAIM-6-SHUTDOWN: %s shutting down
```

Explanation The specified CAIM is shutting down. It may have been physically removed. It also occurs when the 'clear aim' command is used.

Recommended Action This is an informational message only. It occurs in normal operation.

Error Message

```
%CAIM-6-STARTUP: %s starting up
```

Explanation   The specified CAIM has initialized successfully.

Recommended Action   This is an informational message only. It occurs in normal operation.

CALLPROG Messages

Error Message

```
%CALLPROG-3-API_INIT: api front init failed for %s
```

Explanation   Failed to init Call Progress Notification support structures for APIs.

Recommended Action   System running low on available memory.

Error Message

Error Message

```
%CALLPROG-3-API_USE: no free front-end q elt's; dropping api call info
(func=[dec])
```

Explanation   The system was unable to get a free element from the front end queue.

Recommended Action   The platform requires additional free elements in order to function properly. Stop using call progress notification applications. 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.

CALLRECORD Messages

The following are Modem Call Record messages.

Error Message

```
%CALLRECORD-3-MCOM_TERSE_CALL_FAILED_REC: [chars]
```

Explanation   Terse Mcom Call Failed Record

Recommended Action   No action is required.

Error Message

%CALLRECORD-3-MCOM_TERSE_CALL_REC: [chars]

Explanation Terse Mcom Call Record

Recommended Action No action is required.

Error Message

%CALLRECORD-3-MICA_TERSE_CALL_FAILED_REC: %s

Explanation Terse Mica Call Failed Record

Recommended Action No action is required.

Error Message

%CALLRECORD-3-MICA_TERSE_CALL_REC: %s

Explanation Terse Mica Call Record

Recommended Action No action is required.

Error Message

%CALLRECORD-3-MODEM_CALL_REC_ERROR: [chars]

Explanation Record Generated Exceeded Syslog Capability

Recommended Action No action is required. CALL TREAT Messages

Recommended Action The following are the call treat messages.

Error Message

%CALLRECORD-3-SCM_TERSE_CALL_FAILED_REC: [chars]

Explanation An attempt to write a terse SCM call record has failed.

Recommended Action No action is required.

Error Message

%CALLRECORD-3-SCM_TERSE_CALL_REC: [chars]

Explanation A terse SCM call record has been successfully written.

Recommended Action No action is required.

Error Message

%CALLRECORD-3-V12_TERSE_CALL_FAILED_REC: [chars]

Explanation   This is a Terse V12 Call Failed Record.

Recommended Action   No action is required.

Error Message

%CALLRECORD-3-V12_TERSE_CALL_REC: [chars]

Explanation   This is a Terse V12 Call Record.

Recommended Action   No action is required.

Error Message

%CALLRECORD-6-MICA_TERSE_CALL_FAILED_REC: [chars]

Explanation   Terse Mica Call Failed Record

Recommended Action   No action is required.

Error Message

%CALLRECORD-6-MICA_TERSE_CALL_REC: [chars]

Explanation   Terse Mica Call Record

Recommended Action   No action is required.

CALLTREAT Messages

Error Message

%CALLTREAT-3-HIGH_CPU_5SEC_LOAD: System experiencing high cpu utilization.
Processing for callID([dec]) is rejected.

Explanation   System does not have enough CPU resources available to accept a new call. The specified call was rejected.

Recommended Action   Ensure that the call setup rate is within the supported capacity of this gateway. Enter the show proc cpu command to see which processes are consuming the most CPU capacity and, if appropriate, reduce other system activity to ease CPU demands. By default, the system will reject calls if the five-second CPU utilization on the gateway exceeds 89%. The default value can be overridden by enabling call treatment and entering the call threshold global cpu-5sec command.

Error Message

```
%CALLTREAT-3-HIGH_CPU_AVERAGE_LOAD: System experiencing high average cpu
utilization. Processing for callID([dec]) is rejected.
```

Explanation   Based on the average CPU utilization over a 60-second interval or an interval configured through the call threshold poll-interval command, the system does not have enough CPU resources available to accept a new call. The specified call was rejected.

Recommended Action   Ensure that the call setup rate is within the supported capacity of this gateway. Check to see if the current call setup rate is supported on this gateway. Enter the show proc cpu command to see which processes are consuming the most CPU capacity and, if appropriate, reduce other system activity to ease CPU demands. By default, the system will reject calls if the five-second CPU utilization on the gateway exceeds 98%. The default value can be overridden by enabling call treatment and entering the call threshold global cpu-avg command.

Error Message

```
%CALLTREAT-3-HIGH_CPU_ONE_MIN_LOAD: System experiencing high cpu utilization over
one minute interval. Processing for callID([dec]) is rejected.
```

Explanation   Based on the average CPU utilization over a 60 second interval, the system does not have enough CPU resources available to accept a new call. The specified call was rejected.

Recommended Action   Ensure that the call setup rate is within the supported capacity of this gateway. Enter the show proc cpu command to see which processes are consuming the most CPU capacity and, if appropriate, reduce other system activity to ease CPU demands. By default, the system will reject calls if the five-second CPU utilization on the gateway exceeds 98%.

Error Message

```
%CALLTREAT-3-HIGH_IOMEM_USAGE: System running low on I/O memory. Processing for
callID([dec]) is rejected.
```

Explanation   The system does not have enough free I/O memory to accept a new call. The specified call was rejected.

Recommended Action   Ensure that the gateway has the recommended amount of I/O memory for this Cisco IOS feature set and version. Enter the show mem and show proc mem commands to see which processes are consuming the most memory. Check to see if the memory usage is appropriate for these processes and, if so, reduce other system activity to ease CPU demands. The high and low thresholds for I/O memory utilization can be configured by enabling call treatment and entering the call threshold global io-mem command.

Error Message

```
%CALLTREAT-3-HIGH_MEMORY_USAGE: System running low on memory. Processing for
callID([dec]) is rejected.
```

Explanation The system does not have enough free memory to accept a new call. The specified call was rejected.

Recommended Action Ensure that the gateway has the recommended amount of memory for this Cisco IOS feature set and version. Enter the show mem and show proc mem commands to see which processes are consuming the most memory. Check to see if the memory usage is appropriate for these processes and, if so, reduce other system activity to ease CPU demands. By default, the system will reject calls if there is less than 2% free processor memory on the gateway. This value can be overridden by enabling call treatment and entering the call threshold global total-mem command.

Error Message

```
%CALLTREAT-3-HIGH_PROCMEM_USAGE: System running low on processor memory.
Processing for callID([dec]) is rejected.
```

Explanation The system does not have enough free processor memory to accept a new call. The specified call was rejected.

Recommended Action Ensure that the gateway has the recommended amount of processor memory for this Cisco IOS feature set and version. Enter the show mem and show proc mem commands to see which processes are consuming the most memory. Check to see if the memory usage is appropriate for these processes and, if so, reduce other system activity to ease CPU demands. The high and low thresholds for processor memory utilization can be configured by enabling call treatment and entering the call threshold global proc-mem command.

Error Message

```
%CALLTREAT-3-HIGH_TOTAL_CALLS: High call volume. Processing for callID([dec]) is
rejected.
```

Explanation The system is experiencing a high call volume. There are not enough resources to accept a new call. The specified call was rejected.

Recommended Action Disable call threshold, modify the call threshold global high and low values, or investigate the cause of the high resource utilization. The high and low thresholds for total number of calls can be configured by enabling call treatment and entering the call threshold global proc-mem command.

Error Message

%CALLTREAT_NOSIGNAL-3-HIGH_CPU_5SEC_LOAD: System experiencing high cpu
utilization.

> **Explanation** System does not have enough CPU resources available to allocate a new resource.

> **Recommended Action** Ensure that the call setup rate is within the supported capacity of this gateway. Enter the show proc cpu command to see which processes are consuming the most CPU capacity and, if appropriate, reduce other system activity to ease CPU demands. By default, the system will reject calls if the five-second CPU utilization on the gateway exceeds 89%. The default value can be overridden by enabling call treatment and entering the call threshold global cpu-5sec command.

Error Message

%CALLTREAT_NOSIGNAL-3-HIGH_CPU_AVERAGE_LOAD: System experiencing high average cpu
utilization.

> **Explanation** Based on the average CPU utilization over a 60-second interval or an interval configured through the call threshold poll-interval command, the system does not have enough CPU resources available to accept a new call.

> **Recommended Action** Ensure that the call setup rate is within the supported capacity of this gateway. Check to see if the current call setup rate is supported on this gateway. Enter the show proc cpu command to see which processes are consuming the most CPU capacity and, if appropriate, reduce other system activity to ease CPU demands. By default, the system will reject calls if the five-second CPU utilization on the gateway exceeds 98%. The default value can be overridden by enabling call treatment and entering the call threshold global cpu-avg command.

Error Message

%CALLTREAT_NOSIGNAL-3-HIGH_CPU_ONE_MIN_LOAD: System experiencing high cpu
utilization over one minute interval.

> **Explanation** Based on the average CPU utilization over a 60 second interval, the system does not have enough CPU resources available.

> **Recommended Action** Ensure that the call setup rate is within the supported capacity of this gateway. Enter the show proc cpu command to see which processes are consuming the most CPU capacity and, if appropriate, reduce other system activity to ease CPU demands. By default, the system will reject resource allocation if the five-second CPU utilization on the gateway exceeds 98%.

Error Message

%CALLTREAT_NOSIGNAL-3-HIGH_IOMEM_USAGE: System running low on I/O memory.

> **Explanation** The system does not have enough free I/O memory.

> **Recommended Action** Ensure that the gateway has the recommended amount of I/O memory for this Cisco IOS feature set and version. Enter the show mem and show proc mem commands to see which processes are consuming the most memory. Check to see if the memory usage is appropriate for these processes and, if so, reduce other system activity to ease CPU demands. The high and low thresholds for I/O memory utilization can be configured by enabling call treatment and entering the call threshold global io-mem command.

Error Message

%CALLTREAT_NOSIGNAL-3-HIGH_MEMORY_USAGE: System running low on memory.

Explanation The system does not have enough free memory to allocated new resource.

Recommended Action Ensure that the gateway has the recommended amount of memory for this Cisco IOS feature set and version. Enter the show mem and show proc mem commands to see which processes are consuming the most memory. Check to see if the memory usage is appropriate for these processes and, if so, reduce other system activity to ease CPU demands. By default, the system will reject calls if there is less than 2% free processor memory on the gateway. This value can be overridden by enabling call treatment and entering the call threshold global total-mem command.

Error Message

%CALLTREAT_NOSIGNAL-3-HIGH_PROCMEM_USAGE: System running low on processor memory.

Explanation The system does not have enough free processor memory.

Recommended Action Ensure that the gateway has the recommended amount of processor memory for this Cisco IOS feature set and version. Enter the show mem and show proc mem commands to see which processes are consuming the most memory. Check to see if the memory usage is appropriate for these processes and, if so, reduce other system activity to ease CPU demands. The high and low thresholds for processor memory utilization can be configured by enabling call treatment and entering the call threshold global proc-mem command.

Error Message

%CALLTREAT_NOSIGNAL-3-HIGH_TOTAL_CALLS: High call volume.

Explanation The system is experiencing a high call volume.

Recommended Action Disable call threshold, modify the call threshold global high and low values, or investigate the cause of the high resource utilization. The high and low thresholds for total number of calls can be configured by enabling call treatment and entering the call threshold global proc-mem command.

Error Message

%CALLTRKR-3-CALL_REC_ERROR: %s

Explanation Record Generated Exceeded Syslog Capability

Recommended Action No action is required.

Error Message

%CALLTRKR-3-NO_MEM: Memory allocation failed for CT %s (%d bytes)

Explanation Calltracker couldn't allocate new record due to no free memory.

Recommended Action Disable calltracker [no calltracker enable]. Run show memory to find out where is the memory been allocated.

Error Message

`%CALLTRKR-3-PRINT_BUFFER: calltrkr cli print buffer %s`

    Explanation calltrkr cli internal print buffer overflow.

    Recommended Action Stop to using calltrkr show commands, call TAC to report the problem

Error Message

`%CALLTRKR-3-PROC: can't spawn %s`

    Explanation Couldn't spawn calltracker process.

    Recommended Action Disable calltracker first [no calltracker enable], enable it again.

Error Message

`%CALLTRKR-3-TBL_INIT: Init of CT's %s table failed; CT unusable`

    Explanation Failed to init calltracker record table.

    Recommended Action Disable calltracker first [no calltracker enable], enable it again.

Error Message

`%CALLTRKR-6-CALL_RECORD: %s`

    Explanation Terse CallTracker Call Record

    Recommended Action No action is required.

Error Message

`%CALLTRKR-6-MODEM_CALL_REC: %s`

    Explanation Modem Verbose CallTracker Call Record

    Recommended Action No action is required.

Error Message

`%CALLTRKR-6-MODEM_INFO_CALL_REC: %s`

    Explanation Modem Information Verbose CallTracker Call Record

    Recommended Action No action is required.

Error Message

`%CALLTRKR-6-MODEM_LINE_CALL_REC: %s`

Explanation   Modem Line Verbose CallTracker Call Record

Recommended Action   No action is required.

Error Message

`%CALLTRKR-6-MODEM_NEG_CALL_REC: %s`

Explanation   Modem Negotiation Verbose CallTracker Call Record

Recommended Action   No action is required.

Error Message

`%CALLTRKR-6-MODEM_V92_V44_CALL_REC: [chars]`

Explanation   A modem V92 and V44 verbose CallTracker call record has occurred.

Recommended Action   No action is required.

CALL_CONTROL Messages

Error Message

`%CALL_CONTROL-3-CCAPI_DB_ERR: ccapi database error`

Explanation   Internal CCAPI conference or call record database error.This message represents an internal software faultand may manifest itself as dropped or hung calls.

Recommended Action   Contact your technical support representative, include the full text of the error message.

Error Message

`%CALL_CONTROL-3-INVALID_PARAMETER: An invalid parameter is passed to the function`

Explanation   A coding error has been encountered.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CALL_CONTROL-3-NORAWMSG: no free raw msg structure available from [chars] for
signaling message
```

Explanation   There were no rawmsg structures remaining in the system pools to alert the router of a voice or signaling event.

Recommended Action   Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

Error Message

```
%CALL_CONTROL-3-STAT_MEMORY_CORRUPTED: Memory corruption detected in memory=[hex]
allocated for RTCP statistic
```

Explanation   A coding error error has been encountered.

Recommended Action   No action is required.

Error Message

```
%CALL_CONTROL-6-APP_NOT_EXIST: The requested application does not exist any more.
The event for the callid %d is being discarded.
```

Explanation   The event points to a session application which does not exist any more. The event is being discarded.

Recommended Action   No action is required for the users

Error Message

```
%CALL_CONTROL-6-APP_NOT_FOUND: Application %s in dial-peer %d not found. Handing
callid %d to the alternate app %s.
```

Explanation   The inbound dial-peer points to an unavailable application.The call is being handed to the alternate application or is rejected.

Recommended Action   Reconfigure the dial-peer to have a valid application name or verify the application is accesible at its location.

Error Message

```
%CALL_CONTROL-6-CALL_LOOP: The incoming call has a global identfier already
present in the list of currently handled calls. It is being refused.
```

Explanation   The incoming call has a global identfier already present in the list of currently handled calls. It means that the voice gateway has detected a loop in the call route.

Recommended Action   Check your configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CALL_CONTROL-6-MAX_CONNECTIONS: Maximum number of connections reached for
dial-peer %d
```

Explanation   The dial-peer in question has reached its maximum connections configurations. No
more calls will be taken on this dial-peer.

Recommended Action   No action is required, however, to increase the number of connections allowed
to this dial peer see 'maximum connections' configuration under the dial-peer configuration mode.

Error Message

```
%CALL_CONTROL-6-NUMBERING_TYPE_NO_MATCH: The called number numbering type did not
matchThe event for the callid %d is being discarded.
```

Explanation   The event points to a session application which does not exist any more. The event is
being discarded.

Recommended Action   No action is required for the users

Error Message

```
%CALL_CONTROL-6-UNKNOWN_EXT_AGENT_RESET_ATTEMPT: Request to reset an uknown
external agent (ID [dec]) attempted. Attempt ignored.
```

Explanation   A request to reset an external agent (for example: H323 Gatekeeper or MGCP CA etc)
was attempted, but the Cisco IOS software does process the request. This is not a problem for the
router. This message implies that the external agent for whom the reset was intended never got 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/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.

CALL_HOME Messages

Error Message

```
%CALL_HOME-3-CLI_CMD_RUN_FAILED: No VTY connection available to run CLI command
for event notification message (ERR %d, %s)
```

Explanation Call Home was unable to open a VTY connection to run CLI commands and collect output for use in notification messages

Recommended Action Increase the number of configured VTY lines or change the Alert Group subscriptions to make them more restrictive (to reduce the number of simultaneous event triggers).

Error Message

```
%CALL_HOME-3-HTTP_REQUEST_FAILED: failed to send HTTP request to: %s (ERR %d : %s)
```

Explanation The call-home http message failed to send to https server

Recommended Action Please check if you have valid trustpoint/certificate configuration for secure http message

Error Message

```
%CALL_HOME-3-MESSAGE_SIZE_OVER_LIMIT: XML message size over limit, failed to send
call-home message. configured message size limit (%d) is less than current message
minimum length required (%d).
```

Explanation Unable to create message, because configured message size limit is smaller than current message minimum length required.

Recommended Action Please re-config the destination message-size-limit.

Error Message

```
%CALL_HOME-3-ONDEMAND_MESSAGE_FAILED: call-home on-demand message failed to send
(ERR %d, %s)
```

Explanation call-home on-demand message failed.

Recommended Action Please re-config call-home to send call-home on-demand message.

Error Message

```
%CALL_HOME-3-REQUEST_MESSAGE_FAILED: call-home request message failed to send
(ERR %d, %s)
```

Explanation call-home request message failed.

Recommended Action Please re-config call-home to send call-home request message.

Error Message

```
%CALL_HOME-3-SMTP_SEND_FAILED: Unable to send notification using all SMTP servers
(ERR %d, %s)
```

Explanation Call Home was unable to send notification using any of the configured SMTP servers

Recommended Action Verify the configuration of Call Home SMTP server(s) and port(s) used to connect to the server(s). Verify remote SMTP servers are reachable (e.g. via ping) and that they are operating correctly.

Error Message

```
%CALL_HOME-4-MESSAGE_IS_TRUNCATED: message size over limit, call-home message is
truncated. configured message size limit (%d) is less than current message total
length required (%d).
```

Explanation call-home message is truncated, because configured message size limit is smaller than current message total length required.

Recommended Action Please re-config the destination message-size-limit.

Error Message

```
%CALL_HOME-5-HTTPS_NOT_SUPPORTED: This image version does not support HTTPS
```

Explanation This image does not support secure HTTP although user configureshttps url

Recommended Action Please upgrade your system image to a crypto image, which supportssecure http.

Error Message

```
%CALL_HOME-6-REQUEST_MESSAGE_SUCCEEDED: call-home request message succeeded
```

Explanation call-home request message was sent successfully.

Recommended Action No action is needed. This is informational message.

CALL_MGMT Messages

Error Message

```
%CALL_MGMT-1-CALL_LIST: [chars]
```

Explanation The specific message text is supplied by the Call Management software. This indicates that internal data was corrupted due to a software error

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CALL_MGMT-1-CPM_Q_POOL: [chars]`

Explanation The specific message text is supplied by the Call Management software. This indicates a memory exhaustion condition.

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

Error Message

`%CALL_MGMT-1-INITSYS: [chars]`

Explanation The specific message text is supplied by the Call Management software. This indicates an initialization failure. When this occurs, the Call Management subsystem is not operational.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CALL_MGMT-4-CALL_DISC: [chars]`

Explanation The specific message text is supplied by the Call Management software. This indicates that a call record is missing from active call list

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CALL_MGMT-4-INVALID_VDEV: [chars]`

Explanation   The specific message text is supplied by the Call Management software. This indicates that vdev_common 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

CAPI Messages

Error Message

`%CAPI-2-INVALID_SLOT_NUM: Invalid slot number %d, Expected value is between %d and %d`

Explanation   An internal software consistency issue has been detected. The operation of one or more modules may be affected.

Recommended Action   Use the hw-module command to reload or power cycle any modules that are not operating correctly. 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

`%CAPI-2-INVALID_SPA_BAYNUM: SPA subslot number %d is invalid for slot %d`

Explanation   An internal software consistency issue has been detected. Operation of the SPA in the slot and subslot specified in the error message may be affected

Recommended Action   If the configuration for the SPA in the slot and subslot specified in the error message has not been loaded from the startup-configuration, use the copy nvram:startup-config system:running-configcommand after the SPA carrier has loaded to apply the configuration. Note that the interfaces will be configured as shutdown;enter the no shutdown command to restart the affected interfaces. If the operation of the given SPA isaffected in other ways, use the hw-module command to reload or power cycle the module. 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

%CAPI-2-NOT_ENOUGH_MEMORY_FOR_XL: Not enough memory (%dK) for Feature Card %s
(%d), which has minimum memory requirement of %dK

Explanation The XL EARL daughtercard has minimum memory requirement. With memory size less
than the minimum requirement, the system operation might get affected

Recommended Action Upgrade the memory to reach minimum size requirement.

Error Message

%CAPI-3-INVALID_SUBMODULE: The submodule type for slot %d is invalid

Explanation An internal software consistency issue has been detected. The operation of one of the
submodules (for example, an inline power supply or SPA) on the slot specified in the error message
may be affected.

Recommended Action Use the hw-module command to reload or power cycle the modules in the slot
specified in the error message. 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

%CAPI_EC-4-GROUP_RATE_LIMITED: Adding interfaces of the same port-group (%d-%d)
on %s to an etherchannel will not increase the channel throughput!

Explanation Because ports on the indicated slot use oversubscription, the total throughput of the port
channel is limited by port-group.

Recommended Action If more throughput is required, either use ports from a card that does not use
oversubscription, or use ports from different cards or port-groupings on oversubscribed cards. For
example, if the card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for
the same port-channel.

Error Message

%CAPI_EC-4-RATE_LIMITED: Adding interfaces on %s to an etherchannel will limit
channel throughput to 1 Gbps!

Explanation Because ports on the indicated card type use oversubscription, the throughput of the
port-channel is limited.

Recommended Action If more throughput is required, use ports from a card that does not use
oversubscription.

CARDMG Messages

Error Message

%CARDMGR-2-ESF_DEV_ERROR: An error has occurred on %s: %s

    Explanation The ESF encountered an error during normal operation. Steps need to be taken to resolve the problem and allow traffic through the SIP-400 linecard.
%CARDMGR-2-ESF_LOAD_FAIL: %s failed to load: %s

    Explanation The ESF couldn't be loaded because one of the steps in the startup sequence failed. This ESF is now not operational which stops the traffic through the SIP-400 linecard.

Error Message

%CARDMGR-2-LI_DEDICATED_ERROR: Error occurred while configuring as dedicated service card for Lawful Intercept.

    Explanation An error occurred while configuring SIP-400 as a dedicated service card for Lawful Intercept.

    Recommended Action Reload the linecard. If this error occurs again after reload, you will 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/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

%CARDMGR-2-LI_SPA_PLUGIN_ERROR: SIP-400 has been configured as a dedicated service card for Lawful Intercept. SPA inserted in subslot [dec] has been powered down.

    Explanation SIP-400 has been configured as a dedicated service card for Lawful Intercept . No SPAs will be allowed online in this mode.

    Recommended Action To enable the SPA, deconfigure dedicated service card mode and then reload the line card. 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/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

`%CARDMGR-2-NULL_OBJECT: Missing device object (%s) for pending interrupt`

Explanation   A hardware device asserted an interrupt to report an event, but there is no device object for this device.

Recommended Action   %CARDMGR-2-SPABUS_ERROR: A %s FSM SPA bus error has occurred in subslot %d

Explanation   An FSM SPA bus error occured during normal operation.

Recommended Action   .

Error Message

`%CARDMGR-2-SPABUS_ERROR: A [chars] FSM SPA bus error has occurred in subslot [dec]`

Explanation   An FSM SPA bus error occured during normal operation.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CARDMGR-2-SYNC_CHECK_FAIL: The SPA in subslot %d/%d %s SPI4 interface sync with the host failed.`

Explanation   The syncing of the SPA to the host on the SPI4 bus failed for either ingress, egress, or both, as specified.

Recommended Action   Please attempt to reseat the specified SPA, making sure it is properly screwed down. If it still fails, try the SPA in another subslot if possible to determine if the problem is the SPA or the host card. If you still require assistance, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CARDMGR-2-TCAM_REG_OVERWRITE: Attempt made to overwrite registered TCAM callback
function %08X with %08X
```

Explanation A single function can be set as a callback for TCAM events. This message indicates that an attempt to set a new callback has failed because a callback function has already been set.

Recommended Action .

Error Message

```
%CARDMGR-4-ESF_DEV_RELOADED: The ESF microcode has automatically recovered from
an internal inconsistency.
```

Explanation An ESF internal inconsistency was detected during normal operation. The ESF microcode was reloaded to resolve the issue.

Recommended Action No action is required from the user unless this message is seen multiple times. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CARDMGR-4-ESF_LOAD_WARN: %s microcode load: %s
```

Explanation The ESF was loaded even though a potential problem exists.

Recommended Action .

Error Message

```
%CARDMGR-4-ESF_LOOPBACK_FAIL: ESF loopback packet test failed: tried %d sent %d
received %d
```

Explanation The ESF loopback packets sent after a microcode reload experienced excessive packet loss. This is usually an indication that data traffic through this line card is impacted as well.

Recommended Action .

Error Message

```
%CARDMGR-4-LI_DEDICATED_MODE: Configuring SIP-400 as dedicated service card for
Lawful Intercept.
```

Explanation Configuring SIP-400 as a dedicated service card for Lawful Intercept .

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

Error Message

`%CARDMGR-5-ESF_DEV_INFO: ESF internal inconsistency corrected on %s: %s`

Explanation   An ESF internal inconsistency was detected and corrected during normal operation.

Recommended Action   No action is required from the user unless this message is seen multiple times. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CARDMGR-5-ESF_DEV_RX_ERROR: An error has occurred on [chars]: [chars]`

Explanation   The ESF encountered and corrected an error in RX stage. Enter the show logging command from the respective SIP400 console.

Recommended Action   Copy the message exactly as it appears on the 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

`%CARDMGR-5-ESF_UCODE_DONE: Microcode download complete for %s, time elapsed %TE`

Explanation   The ESF microcode was successfully downloaded and started. The forwarding engine is now configured and operational. The time elapsed is measured from the ESF_UCODE_START message.

Recommended Action   This is a normal activity at IOS boot time or after a fatal ESF error occurred.

Error Message

`%CARDMGR-5-ESF_UCODE_START: Downloading microcode %s for %s, version=%s, %s`

Explanation   The platform code was starting to download a particular ESF microcode image.

Recommended Action   This is a normal activity at IOS boot time or after a fatal ESF error occurred.

CARRIER Messages

Error Message

`%CARRIER-2-CT3_8PRI_MIX: Cannot mix 8PRI and CT3 DFC in chassis, do not power up invalid card in slot [dec]`

Explanation   The user has put 8PRI and CT3 DFCs in the same chassis.

Recommended Action   These card types cannot be mixed. Remove the extra 8PRI or CT3 DFC.

Error Message

`%CARRIER-2-CT3_E1_MIX: Cannot mix E1 PRI and CT3 DFC in chassis, do not power up invalid card in slot %d`

Explanation   The user has put E1 PRI and CT3 DFC cards in the same chassis.

Recommended Action   Remove the extra E1 PRI or CT3 DFC card.

Error Message

`%CARRIER-2-HYBRID_CARD_INVALID_DFC_CONFIG: Invalid DFC combination found on Hybrid card, [dec] Trunk DFC and [dec] NP108 DFCs detected.`

Explanation   A hybrid card requires one trunk DFC and two NP108 DFCs to be present.

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

`%CARRIER-2-INVALID_DFC: Feature board in slot [dec] does not have valid DFCs!`

Explanation   The feature board in the specified slot contains invalid DFCs.

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

`%CARRIER-2-T1_E1_MIX: Cannot mix T1 and E1 8PRI DFC cards in chassis, do not power up invalid card in slot %d`

Explanation   The user has put T1 and E1 8PRI DFC cards in the same chassis.

Recommended Action   Remove the extra T1 or E1 8PRI DFC card.

Error Message

%CARRIER-2-THREE_NP108_NOT_PRESENT: 3 NP108s were not found on Tetryl card, %d detected.

Explanation Tetryl requires 3 NP108s to be present

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CARRIER-2-TOOMANY_8PRI: Too many 8PRI DFC cards, do not power up invalid card in slot %d

Explanation The user has put too many 8PRI DFC cards in the chassis.

Recommended Action Remove the extra 8PRI DFC card.

Error Message

%CARRIER-2-TOOMANY_CT3: Too many CT3 DFC cards, do not power up invalid card in slot %d

Explanation The user has put too many CT3 DFC cards in the chassis.

Recommended Action Remove the extra CT3 DFC card, or 8PRI DFC card causing problem

Error Message

%CARRIER-2-TOOMANY_TRUNK: Too many trunk DFC cards, do not power up invalid card in slot %d

Explanation The user has put too many trunk DFC cards in the chassis.

Recommended Action Remove the extra trunk DFC card.

Error Message

%CARRIER-2-TRUNK_DFC_ANALYZE: One of the Trunk DFCs in slot [dec] has failed initialization!

Explanation One of the trunk DFCs in this slot has failed its initialization.

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

```
%CARRIER-2-UNSUPPORTED_DFC: [chars], Powering down the card in slot [dec]
```

Explanation   Either the DFC/VFC type is unsupported or the VFC has failed quack authentication.

Recommended Action   Replace the DFC/VFC with a supported type or install a VFC that supports quack authentication.

Error Message

```
%CARRIER-2-VFC_NEXTPORT_MIX: [chars], Powering down card in slot [dec]
```

Explanation   The user has put VFC and Nextport cards in the same chassis.

Recommended Action   Remove the extra VFC or Nextport card.

Error Message

```
%CARRIER-3-DFC_INIT_ALREADY: DFC is already initialized - DFC %d
```

Explanation   DFC is already initialized, no need to initialize again

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CARRIER-3-DFC_INIT_FAIL: DFC initialization is failed - DFC %d
```

Explanation   DFC initialization is failed because of several reasons

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CARRIER-3-DFC_POWER_INT: DFC Power Changed - DFC %d`

Explanation DFC Power is fluctuating

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CARRIER-3-INVALID_DFC: Invalid DFC - DFC %d type %d`

Explanation DFC has invalid board id/type

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CARRIER-3-PLATFORM_DFC: DFC Carrier Platform Init Failed - Slot %d`

Explanation DFC Carrier Platform Init Failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CARRIER-3-POWER_DFC: DFC Power-On Failed - DFC %d`

Explanation DFC Power-On Failed

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CARRIER-3-RESET_DFC: DFC Reset Failed - DFC %d
```

Explanation   During OIR Removal process, DFC reset failed.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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.

CASA Messages

Error Message

```
%CASA-2-NOMEM: Out of memory: %s
```

Explanation   CASA failed to allocate memory.

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

Error Message

```
%CASA-3-BADVER: Incoming packet is CASA v%d, this router is v%d
```

Explanation   A packet was received for the wrong version of CASA

Recommended Action   Verify that all CASA devices are running the same version of the protocol

Error Message

```
%CASA-4-BADMSG: Message parsing error: %s
```

Explanation   Failed to parse an incoming packet

Recommended Action   If this message is occurring repeatedly, enable 'debug ip casa error' and record the output, call your Cisco technical support representative, and provide the gathered information.

Error Message

```
%CASA-4-PORTCHANGE: Wildcard overlap: %s
```

Explanation A CASA wildcard, received on one port, has been overwritten by a service manager sending to another port. This message may appear once if you are migrating your service to a new forwarding-agent port, if it recurs, it could indicate a configuration problem.

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%CASA-4-SECURITY_FAIL: %s security information in CASA packet.
```

Explanation Security check failed.

Recommended Action Make sure all CASA systems are configured with the same password.

Error Message

```
%CASA-4-UNEXPECTED: Unexpected error: %s
```

Explanation An unexpected error occurred while performing CASA operation

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%CASA-4-WARNING: Unexpected condition: %s
```

Explanation An unexpected condition was detected while performing CASA operation

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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.

CBAC Messages

Error Message

%CBAC_C3PL-3-INIT: Firewall data plane updates are disabled

Explanation The firewall notification of objects to the data plane has failed to startup, and the data
plane updates are disabled.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and
show tech-support commands and your pertinent troubleshooting logs.

Error Message

%CBAC_C3PL-4-OBJ_CREATE: Firewall [chars] object [chars] creation failed in the
data plane, error [dec]

Explanation The notification of the creation of a firewall object e.g. a parameter map, has failed to
update the data plane and as such the application of the parameters contained within the object will
not be applied to the data plane. It is also possible that the common classification may fail to locate
and bind to the object rendering the configuration incomplete in terms of application.

Recommended Action Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and
show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%CBAC_C3PL-4-OBJ_DELETE: Firewall [chars] object [chars] deletion failed in the
data plane, error [dec]
```

Explanation The notification of the deletion of a firewall object e.g. a parameter map, has failed to update the data plane and as such the application of the parameters contained within the object may continue to be applied to the data plane.

Recommended Action Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBAC_C3PL-4-OBJ_MODIFY: Firewall [chars] object [chars] modification failed in
the data plane, error [dec]
```

Explanation The notification of the modification of a firewall object e.g. a parameter map, has failed to update the data plane and as such the application of the parameters contained within the object will not be applied to the data plane.

Recommended Action Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CBUS Messages

The following are CiscoBus controller messages.

Error Message

```
%CBUS-3-ADDRFILTR: Interface %s, address filter %s command failed, code %#04x
```

Explanation The specified address filter command sent to the specified interface failed with the displayed error code.

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

Error Message

`%CBUS-3-AIPINVPLIM: Interface %s, Invalid PLIM detected. Interface downed`

Explanation   A software error occurred.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-BADRXEOFVEC: %s ustatus: %s (%04x), %04x %04x %04x %04x`

Explanation   Debugging information when an IP panics.

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

Error Message

`%CBUS-3-BADTXEOFVEC: %s ustatus: %s (%04x), %04x %04x %04x %04x`

Explanation   Debugging information when an IP panics.

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

Error Message

`%CBUS-3-BADTXSTATE: %s ustatus: %s (%04x), %04x %04x %04x %04x`

Explanation   Debugging information when an IP panics.

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

Error Message

`%CBUS-3-BADVC: %s %d/%d got bad VC packet %08x %08x %08x %08x %08x %08x %08x %08x`

Explanation   An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

Recommended Action   Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-BUFFER: Controller %d, Error (%-04x), Buffersize = %d, Bufferpool = %d,
number %d
```

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-CATMCFG: Interface %s, Cannot config interface, CBus ATM MEM 0x%x, status
%d
```

Explanation A software error occurred.

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

Error Message

```
%CBUS-3-CATMREJCMD: %s %s command failed (error code 0x%04x)
```

Explanation The cBus ATM microcode rejected a command sent by the Route Processor (RP). The error code is the status value returned by the command.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CATMRSET: Interface %s, Error (%-04x) %s - aip_reset()`

Explanation   A software error occurred.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CATMRSETU: Unit %d, Error (%-04x) %s - cbus_atm_reset()`

Explanation   A software error occurred.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CBUSBCE: Failed to select a BCE, response 0x%04x - cbus_bce_update_ifa()`

Explanation   A hardware or software error occurred.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CBUSBCEPERM: Failed to select a BCE, response 0x%04x -`
`cbus_bce_permissions_update()`

Explanation A hardware or software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CCBCMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x)`

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message

`%CBUS-3-CCBCMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x)`

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message

`%CBUS-3-CCBCMDFAIL3: Controller %d, cmd (%d 0x%-04x, 0x%-04x, 0x%-04x) failed`
`(0x%-04x)`

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message

`%CBUS-3-CCBPTIMEOUT: CCB handover timed out, CCB 0x%x, slot %d`

Explanation A hardware or software error occurred.

Recommended Action Please gather the logs and tracebacks and contact the TAC

Error Message

`%CBUS-3-CCBSEMINFO: CCB semaphore acquired traceback:%s CCB semaphore released traceback:%s`

Explanation   More information on the CCB semaphore. The tracebacks indicate the program counters and stack that point to the code that was the last to acquire this semaphore and the last to release this semaphore respectively

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CE3DSX3ERR: (%s)Illegal E3 value - unit is %d`

Explanation   A status information message was received from the CT3 VIP, but during message processing it was detected that an element in the data structure corresponding to the status information message has not been set. This condition may be caused by either an element that has not been passed by the VIP or a corruption in the status message.

Recommended Action   If this error recurs, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

`%CBUS-3-CFGCMDDROPPED: Config queue is full, command was dropped, slot %d`

Explanation   Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

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

Error Message

`%CBUS-3-CMD: Cmd failed: %s, response %#04x, %s`

Explanation   A software or hardware error occurred.

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

Error Message

`%CBUS-3-CMDDROPPED: Cmd dropped, CCB 0x%x, slot %d, cmd code %d`

Explanation A software or hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CMDTIMEOUT: Cmd timed out, CCB 0x%x, slot %d, cmd code %d`

Explanation A software or hardware error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CORRUPT: Controller %d, wrote 0x%-04x, read 0x%-04x, loc 0x%-04x - dci_memtest()`

Explanation A hardware component failed an internal diagnostic test.

Recommended Action Replace the malfunctioning device.

Error Message

`%CBUS-3-CT3DSX3ERR: (%s)Illegal dsx3 value - unit is %d`

Recommended Action .

Error Message

`%CBUS-3-CT3STAT: Out of buffers--losing status information for CT3 on VIP card`

Explanation A status information message from the VIP was received. A memory buffer is required to process the status information message, but the memory allocation routine due to insufficient system buffer memory. Therefore, the status information message was not processed. This condition may be caused either by a heavy memory utilization at the time of the memory buffer request or by insufficient memory in the system.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs or appears regularly, contact your Cisco technical representative to upgrade the memory of the system.

Error Message

`%CBUS-3-CTRACHECK: Interface %s, Adapter Check Error (%04x %04x %04x %04x)`

Explanation The Token Ring monitor firmware detected a fatal error on the interface card.

Recommended Action Issue a clear interface command. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CBUS-3-CTRBADLOVE1: Interface %s, SRB_COMPLETE lovenote received with unknown command (0x%04x)`

Explanation The system received a message from the Token Ring interface but does not recognize the message.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CTRBADLOVE1_DUMP: Dump of MEMB follows -SRB_ADDR: %04x %04x %04x %04x %04x %04x %04x %04x`

Explanation   The system is printing codes related to a previous lovenote error message.

Recommended Action   Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CTRCMDFAILED: Interface %s, CTR Command %s Failed, %s (%#04x)`

Explanation   A command sent from the system to the Token Ring interface failed to complete successfully.

Recommended Action   Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CTRCMDFAILED2: Interface %s, CTR Command %s Failed, Code %#04x`

Explanation   A command sent from the system to the Token Ring interface failed to complete successfully.

Recommended Action   Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-CTRINIT: Interface %s, CTR Initialization Failed - %s`

Explanation   The Token Ring interface failed one of its internal self-tests.

Recommended Action   Issue a clear interface command. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CBUS-3-CTRLRCMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x) count (%d)`

Explanation   A command sent from the system to an interface processor failed to complete successfully.

Recommended Action   The system recovered by generating an error code to the requester.

Error Message

`%CBUS-3-CTRLRCMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)`

Explanation   A command sent from the system to an interface processor failed to complete successfully.

Recommended Action   The system recovered by generating an error code to the requester.

Error Message

`%CBUS-3-CTRRAMTEST: Interface %s, RAM Addressing Test Failed - %s`

Explanation   The Token Ring interface failed its memory diagnostic tests.

Recommended Action   Issue a clear interface command. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CBUS-3-CTRRSET: Interface %s failed to initialize`

Explanation The Token Ring interface failed to insert into the Token Ring. The interface is placed into reset state and will not automatically try to re-insert itself.

Recommended Action Issue a clear interface command. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CBUS-3-CTRUCHECK: Interface %s, Microcode Check Error`

Explanation The Token Ring interface microcode detected an unrecoverable error.

Recommended Action Issue a clear interface command. If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CBUS-3-DAUGHTER: Unit %d, daughter controller %d failed %s test - interface disabled`

Explanation A hardware component failed an internal diagnostic test. Test output and descriptions of ranges follow: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller, or in the Cisco 7000, a slot number. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. failed [chars] test ([chars]= memd read, memd write):If the failed test was memd read, the processor was able to write to shared ciscoBus buffer memory from the ciscoBus registers, but was unable to read back that memory through special commands to the daughter card. If the failed test was memd write, writes to the memory device through the daughter card were not verified successfully with reads through the ciscoBus controller. The daughter card under test responds

successfully to some commands (otherwise the software would have received a
DAUGHTER_NO_RSP message), but its memory device tests failed. The daughter card must be
able to write to some memory device addresses; otherwise, it cannot respond to any commands.

Recommended Action First check that the daughter controller card is properly seated in its Multibus
and ciscoBus connectors. Next, swap daughter cards and check whether the error follows the
daughter card or the slot. If the message recurs, call your technical support representative for
assistance.

Error Message

%CBUS-3-DAUGHTER_NO_RSP: Unit %d, daughter %d, not responding (0x%04x) - disabled

Explanation A hardware component failed an internal diagnostic test. Test output and descriptions
of ranges are as follows: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the
ciscoBus controller. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot
number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. The daughter
card hardware was recognized across the cBus backplane, but the daughter card did not respond to
the first command issued to it. This condition is a result of one of the following: the daughter card
did not reset, or the microcode on the card is in a hung state, or the card cannot fully communicate
across the ciscoBus backplane (cannot read or write shared MEMD or does not get the
MALU_ATTENTION signal across the ciscoBus).

Recommended Action First, make sure that the daughter card is properly seated in its Multibus and
ciscoBus connectors. If this message recurs, copy the error message exactly as it appears on the
console or in the system log, contact your Cisco technical support representative, and provide the
representative with the gathered information

Error Message

%CBUS-3-FCICMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x) count (%d)

Explanation A command sent from the system to an interface processor failed to complete
successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message

%CBUS-3-FCICMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)

Explanation A command sent from the system to an interface processor failed to complete
successfully.

Recommended Action The system recovered by generating an error code to the requester.

Error Message

%CBUS-3-FDDIRSET: Interface %s, Error (%-04x) %s - fddi_reset()

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Make sure the device is functioning and is configured correctly.

Error Message

```
%CBUS-3-FDDIRSETU: Unit %d, Error (%-04x) %s - fddi_reset()
```

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Make sure the device is functioning and is configured correctly.

Error Message

```
%CBUS-3-FSIPRSET: Interface %s, Error (%-04x) %s - fsip_reset()
```

Explanation A Fast Serial Interface Processor (FSIP) did not respond to a reset request from the Route Processor.

Recommended Action Check FSIP electrical connections, cable, and ciscoBus connections. An FSIP microcode reload will be required. If the check of electrical connections reveals no problems and the message recurs, call your technical support representative for assistance.

Error Message

```
%CBUS-3-HALSDHERR: (%s)Illegal sdh value - unit is %d
```

Explanation Internal data structure is corrupted, which causes the love letter to drop.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-HALSTAT: Out of buffers--losing status information for ChSTM-1 on VIP card
```

Explanation An internal software resource has been exhausted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-HSSIRSET: Interface %s, Error (%-04x) %s - hssi_reset()`

Explanation A command to reset an HSSI interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

Recommended Action Verify that the card is properly seated. If this error recurs, then issue the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

`%CBUS-3-INITERR: Interface %d, Error (%-04x), idb %08x %d %s - cbus_init()`

Explanation The switch processor or ciscoBus controller signaled an error while processing a packet or selecting an interface. This indicates a software problem.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-INTR: Interface %d, idb %08x %d %s - cbus_interrupt()`

Explanation The switch processor or ciscoBus controller returned a nonsensical value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-NOBUF: Buffer allocation failure: %s`

Explanation A hardware or software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CBUS-3-OUTHUNG: %s: tx%c output hung (%-04x - %s), %s`

Explanation A transmission attempt on an interface failed. The interface might not be attached to a cable or there might be a software problem.

Recommended Action Check that the interfaces are all connected to the proper cables. If that is not the problem, call your technical support representative.

Error Message

`%CBUS-3-POLLFAIL: Interface %s failed to respond, debug info follows`

Explanation A Token Ring interface card failed to respond to periodic polling. This can indicate a software or hardware problem. See CBUS-3-POLLFAILDAT for the syntax of this message.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-POLLFAILDAT: Int %d: %04X %04X %04X %04X %04X %04X
```

Explanation   This is the debugging information for the CBUS-3-POLLFAIL error.

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

Error Message

```
%CBUS-3-PORTTYPE: Unexpected interface type for %s%u, port %u, type %u
```

Explanation   A hardware or software error occurred.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-POTSTAT: Out of buffers--losing status information for POTENT on VIP card
```

Explanation   An internal software resource has been exhausted.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-RESETNXI: Reset of removed interface %x (%s)
```

Explanation An interface reset was attempted on an interface that was removed from the router. This message appears if you use the shutdown command to bring down a removed interface.

Recommended Action No action is required.

Error Message

```
%CBUS-3-SELECTBADVC: Select invalid vc number %d.
```

Explanation An invalid channel number is selected

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-SENDIPCMDFAIL: Send Ip Cmd Failed. Command dropped after %d retries, CCB
0x%x, slot %d, cmd code %d
```

Explanation Sending an ip command was retried. The receiving queues were still full after retries therefore the command was dropped.

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

Error Message

```
%CBUS-3-SERRSET: Interface %s, Error (%-04x) %s - serial_reset()
```

Explanation A software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-SRPRSET: Interface [chars], Error ([hex]) [chars] - srp_reset()
```

Explanation A command to reset an SRP interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition might be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

Recommended Action Verify that the card is properly seated. If this error recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show logging** commands to gather data 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/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

```
%CBUS-3-TESTFAIL: Unit %d, failed %s test - interface disabled
```

Explanation A hardware component failed an internal diagnostic test.

Recommended Action Check switch settings on the interface cards. Check for proper unit numbers. Reset the cards. Replace the malfunctioning device.

Error Message

```
%CBUS-3-TXALLOC: Error (%-04x) tx_allocate - cbus_init()
```

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Make sure the device is functioning and is configured correctly.

Error Message

```
%CBUS-3-TXSTARTPENDACTIVE: %s ustatus: %s (%04x), %04x %04x %04x %04x
```

Explanation Debugging information when an IP panics.

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

Error Message

```
%CBUS-3-TXVCENCAPFAIL: Detected bad tx vc encap on %s, vc %d. Board encap failed
%#x, %#x, %#x
```

Explanation Board encap failed on a transmit packet on a channelized serial interface which does not have the vc number encapsulation

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-UNKENC: Interface %s, unknown encaps type %x
```

Explanation A packet was received from the CIP with an unknown encapsulation type. The packet will be dropped.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-3-UNKNOWN: %s ustatus: %s (%04x), %04x %04x %04x %04x
```

Explanation Debugging information when an IP panics.

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

Error Message

```
%CBUS-4-CTRBADLOVE2: Interface %s, Unexpected SRB_COMPLETE lovenote,
command=0x%04x, result=0x%04x
```

Explanation   The system received an unsolicited message from the Token Ring interface. The system ignored the message and continued normal processing.

Recommended Action   If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CBUS-4-FIXBADTXVC: Detected and fixed bad tx vc encap on %s, bad vc %d, fixed vc
%d
```

Explanation   A transmit packet on a channelized serial interface does not have the vc number encapsulation

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-4-NOCOOKIE: %s-%d controller missing configuration data - disabled
```

Explanation   The controller type was derived from a hardware probe. The controller number indicates the ciscoBus relative slot number. This is a hardware error

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-4-RSETFAIL: Interface %s failed to reset properly in %s, code %#x
```

Explanation   An interface reset command failed. This may be a software or hardware problem.

Recommended Action   Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CBUS-5-CBADVCSETUP: Interface %s, setup vc failed with vci exceeding (vc-per-vp
- 3) on the last vpi.
```

Explanation   The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

Recommended Action   Avoid try different vci/vpi combinations.

Error Message

```
%CBUS-5-FDDICMD: '%s' is not supported on %s
```

Explanation   This command is not supported on this FDDI interface.

Recommended Action   No action is required.

Error Message

```
%CBUS-5-INPUTERR: Interface %s excessive input error rate
```

Explanation   Interface disabled because too many input errors occurred.

Recommended Action   Inspect condition of attached network hardware

Error Message

```
%CBUS_ATTN-3-BADADDR: Bad memory address ([hex]) requested
```

Explanation   The RP requested that the CIP store a configuration command at an invalid memory address. The CIP has ignored the request.

Recommended Action   Check if there were any special events that coincided with this error message. Pay particular attention to any unusual output from show, debug, or configuration commands. If this message occurs repeatedly, issue the show tech-support command to gather data that may provide

information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, call your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CBUS_ATTN-3-DUMPUCODE: Dump of the CIP microcode has been requested

Explanation An output stuck condition has been detected by the Cisco IOS software. When this error occurs, it means that a CIP software problem has occurred, such as a loop that prevents messages destined for the CIP from being processed.

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

Recommended Action The following are CMCC Channel Interface Processor (CIP) messages for ciscoBus controller write support. The ciscoBus controller write feature is used by the enhanced online insertion and removal (EOIR) support on the CIP to track write operations to the memory device and reissue them if a ciscoBus problem occurs.

Error Message

%CBUS_WRITE-3-BADTYPE: Invalid write type [dec]

Explanation The type parameter in the write tracking table is invalid. This is an internal logic error. The CIP recovered by ignoring the entry.

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

Error Message

%CBUS_WRITE-3-INVALID: Valid bit not set in IO exception register ([hex])

Explanation A write error interrupt occurred, but the hardware that keeps track of the address of the error does not have a valid address. The CIP ignored this error condition.

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

Error Message

`%CBUS_WRITE-3-MISSING: Entry for address [hex] not found`

Explanation A write error was detected, but there was no corresponding entry in the table that keeps track of these entries. This is an internal logic error. The CIP recovered by ignoring the write error.

Recommended Action This error message is followed by a number of CBUS_WRITE-STACK messages. Copy the messages exactly as they appear on the console or in the system log. Issue the show tech-support command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, call your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

`%CBUS_WRITE-3-STACK: [dec] [dec] [hex] [hex] [hex]`

Explanation This is a debugging display from the CBUS write stack and is associated with the CBUS_WRITE-3-MISSING error message.

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

Error Message

`%CBUS_WRITE-3-UNEXPECTED: Unexpected IO write error. Address=[hex]`

Explanation A write operation to an address other than the memory device (MEMD) has timed out. This is probably a hardware problem. The CIP failed and attempted to restart. The CIP will probably have to be replaced.

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

CCA Messages

The following are CMCC Channel Interface Processor (CIP) messages for channel card adapter processing.

Error Message

```
%CCA-0-BADCCA: Undefined CCA code received CCA=[hex] [hex]
```

Explanation The adapter has presented the CIP with a message using an undefined code point. 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

```
%CCA-0-BSQ_FULL: Buffer status queue is full
```

Explanation The adapter has notified the CIP that the buffer status queue is full. The CIP never provides enough buffers to the adapter to cause the buffer status queue to become full. 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

```
%CCA-0-DEV_ERR1: Undefined device error type ([hex])
```

Explanation When a device error occurs, the adapter specifies the type of error so that the correct recovery action can be performed. The type specified in this message is not defined. 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

```
%CCA-0-DEV_ERR2: Device error but no active defined device
```

Explanation A device error was generated, and either it occurred while status was being presented but no device was active or it occurred for an undefined device. 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

`%CCA-0-DEV_ERR3: Device error received for undefined path ([hex])`

Explanation A device error has occurred, but the path specified in the device error message is not defined. 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

`%CCA-0-SCBNRDY: Unexpected SCB not ready CCA=[hex] [hex]`

Explanation The CIP has been notified that an I/O operation was attempted with a storage control block that was marked as not ready . The specified I/O operation should never have a not ready storage control block. 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

`%CCA-0-TOOMANY: Too many buffers ([dec]) required for a write operation.`

Explanation The mainframe has written data to the CIP, and the number of buffers required to hold all the data being written was more than the total number of buffers allocated on the CIP for that purpose. This is a fatal 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

`%CCA-0-WRITE_FAIL: Write of response CCA failed.`

Explanation The adapter requested the CIP to perform an operation. When the CIP tried to present the response to the request, it was not able to write to the common communication area. 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

```
%CCA-3-ACR: Accept command response status received
```

Explanation The adapter has notified the CIP that an accept command response was been issued. The CIP does not request notification of accept command response messages. Therefore, this message means that the adapter has generated an unexpected message.

Recommended Action Normal processing will resume, but the software developers should be notified that this message has occurred. 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

```
%CCA-3-BYPASS: Select bypass switch may be in bypass position for port [dec]
```

Explanation A user has attempted to start the PCA with the select bypass switch in the BYPASS position. The PCA cannot go online with the switch in the BYPASS position.

Recommended Action Move the select bypass switch on the PCA-Y cable from the BYPASS position to the SELECT position.

Error Message

```
%CCA-3-CANCEL1: Invalid cancel code ([hex])
```

Explanation The adapter has notified the CIP that a halt subchannel command was issued by the host, but has provided the CIP with an undefined type of cancel.

Recommended Action The CIP will recover, but the software developers should be notified of this problem. 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

```
%CCA-3-CANCEL2: Cancel received for undefined path ([hex])
```

Explanation The adapter has notified the CIP that a halt subchannel command was issued by the host for an undefined path. This is an internal logic error.

Recommended Action The CIP software recovered, but the software developers should be notified of this problem. 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

`%CCA-3-COMMAND_PATH: Command connection received for undefined path ([hex])`

Explanation The adapter has notified the CIP that a start subchannel command was issued by the host for an undefined path. This is an internal logic error.

Recommended Action The CIP software recovered, but the software developers should be notified of this problem. 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

`%CCA-3-CONN_RESULT: Connection result for device [hex][hex] expected [hex][hex]`

Explanation The adapter has notified the CIP that a connection was established for a device other than the one that the CIP had just requested. This is an internal logic error.

Recommended Action The CIP software recovered, but the software developers should be notified of this problem. 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

`%CCA-3-DEV_ERR4: Control Unit Busy timer wasn't started for device [hex][hex]`

Explanation During a device-level error, the control unit busy statistic was not updated because the timer was never started.

Recommended Action The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-END_STATUS: Ending status interrupt received for [hex] CCW`

Explanation The adapter has reported an ending status interrupt for a channel command word that should not have caused the CIP to be notified. This is an internal logic error.

Recommended Action The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-LOGOUT: Invalid logout command modifier ([hex])`

Explanation The adapter has sent a request to the CIP to perform a logout, but the command modifier in the message was not a valid value. This is an internal logic error.

Recommended Action The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-REQUEST_STATUS: Request status received for undefined path ([hex])`

Explanation The adapter has requested that the CIP present the status of an undefined path. This is an internal logic error.

Recommended Action The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-RESET_PATH: Reset received for undefined path ([hex])`

Explanation The adapter has requested the CIP to perform reset processing for an undefined path. This is an internal logic error.

Recommended Action The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-RLP1: Invalid rlp flags ([hex])`

Explanation The adapter requested that the CIP reset a logical path, but the flags on the reset request were not valid. This is an internal logic error.

Recommended Action The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-RLP2: RLP received for undefined path ([hex])`

Explanation   The adapter requested that the CIP reset a logical path for a path that is currently undefined.

Recommended Action   The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-SEL_RESET1: Invalid selective reset code ([hex])`

Explanation   The adapter has requested that the CIP perform a selective reset, but the request code in the message was not a valid value. This is an internal logic error.

Recommended Action   The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-SEL_RESET2: Selective reset received for undefined path ([hex])`

Explanation   The adapter has requested the CIP to perform a selective reset on an undefined logical path. This is an internal logic error.

Recommended Action   The CIP has recovered, but the software developers should be notified of this problem. 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

`%CCA-3-STATUS_NOTICE: Undefined status notice request code [hex]`

Explanation   The adapter has presented the CIP with notification that status was accepted by the channel, but the request code in the status message was not a valid code. This is an internal logic error.

Recommended Action   The CIP has recovered, but the software developers should be notified of this problem. 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

```
%CCA-3-STATUS_NOTICE2: Control Unit Busy timer wasn't started for device
[hex][hex]
```

Explanation   During status presentation, the control unit busy statistic was not updated because the timer was never started.

Recommended Action   The CIP has recovered, but the software developers should be notified of this problem. 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

```
%CCA-3-SYS_RESET: Invalid system reset code ([hex])
```

Explanation   The adapter has requested the CIP to perform a system reset, but the request code in the message was not a valid value. This is an internal logic error.

Recommended Action   The CIP has recovered, but the software developers should be notified of this problem. 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

```
%CCA-3-WRAPPLUG: Wrap plug is installed on port [dec]
```

Explanation   The wrap plug is installed on the PCA in the specified port. The PCA cannot be used unless it is connected to a channel.

Recommended Action   Remove the wrap plug and connect the channel cables.

CCE_PI_PD Messages

Error Message

```
%CCE_PI_PD-3-CLASS_NAME: Map name [chars] id [hex] unable to [chars] string
([hex])
```

Explanation   During the addition or removal of a class or a class group its name which corresponds to a class or policy map was either not found within the database of strings or it was unable to add the name to the database.

Recommended Action   Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CCE_PI_PD-3-FILTER_LIST: Failed to create class [chars] id [hex] filter list`

Explanation An operation to create the filter list for a particular class has failed due to a resource issue. This may imply that the resultant notification via the API was deferred or dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CCE_PI_PD-4-CLASS_CLASS_GROUP_DB: Failed to [chars] class group id [hex] class id [hex] class group [hex] [chars] database`

Explanation An operation to manipulate the record of the class groups and classes supplied via the PI/PD API has failed to perform the required action on a class group attached to a class successfully. This may imply that the resultant notification via the API was deferred or dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCE_PI_PD-4-CLASS_DB: Failed to [chars] class group id [hex] class id [hex]
[chars] database
```

Explanation An operation to manipulate the record of the class groups and classes supplied via the PI/PD API has failed to perform the required action on a class successfully. This may imply that the resultant notification via the API was deferred or dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCE_PI_PD-4-CLASS_GROUP_DB: Failed to [chars] id [hex] [chars] database
```

Explanation An operation to manipulate the record of the class groups and classes supplied via the PI/PD API has failed to perform the required action on a class group successfully. This may imply that the resultant notification via the API was deferred or dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCE_PI_PD-4-FEATURE_BIND_DB: Failed to [chars] target id [hex] class group [hex]
class id [hex] feature [chars] binding [chars] database
```

Explanation An operation to manipulate the record of the binding of a action within a policy map class to a particular target supplied via the PI/PD API has failed to perform the required action successfully. This may imply that the resultant notification via the API was deferred or dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCE_PI_PD-4-TARGET_CLASS_GROUP_DB: Failed to [chars] id [hex] [chars] database
```

Explanation   An operation to manipulate the record of the target class groups supplied via the PI/PD API has failed to perform the required action on a target class group successfully. This may imply that the resultant notification via the API was deferred or dropped.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCE_PI_PD-6-CLASS_CLASSES_DB: Class group [hex] class [hex] ([chars]) contains a class group
```

Explanation   The class is reporting the presence of a class group upon its removal. This is informational.

Recommended Action   Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCE_PI_PD-6-CLASS_FILTER: Class [chars], id [hex], type [chars], filter list is
unbalanced
```

Explanation During the addition of a class, an internal error was encountered during the construction of the match terms comprising that class.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCE_PI_PD-6-CLASS_GROUP_CLASSES_DB: Class group [hex] contains classes
```

Explanation The class group is reporting the presence of classes upon its removal. This is informational.

Recommended Action Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCE_PI_PD-6-TARGET_BINDINGS_DB: [chars] [chars] [chars] target class group [hex]
contains feature bindings
```

Explanation The target class group is reporting the presence of feature bindings upon its removal. This is informational.

Recommended Action Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

CCH323 Messages

The following are the call control messages for H323.

Error Message

```
%CCH323-2-E164_LENGTH_IS_NOT_SUPPORTED: %s: E164 address length %d is not
supported
```

Explanation   Received E164 address with the length that is not supported.

Recommended Action   Report this immediately to the technical support representative.

Error Message

```
%CCH323-2-GTKP_UNREGSTR: Gatekeeper [chars] requested unregister from Gateway
[chars]
```

Explanation   The gatekeeper requested unregister from the gateway.

Recommended Action   Verify whether this is user intended or otherwise report this to the technical support representative.

Error Message

```
%CCH323-2-GTWY_REGSTR_FAILED: Gateway %s failed to register with Gatekeeper %s
even after %d retries
```

Explanation   Gateway failed to register with Gatekeeper

Recommended Action   Report this immediately to the technical support representative.

Error Message

```
%CCH323-2-GTWY_REGSTR_FAILED_ALT_GK: Gateway %s failed attempt to register with
Alternate Gatekeeper %s
```

Explanation   Gateway failed attempt to register with Alternate Gatekeeper

Recommended Action   Report this immediately to the technical support representative.

Error Message

```
%CCH323-2-GTWY_UNREGSTR: Gateway [chars] unregistered from Gatekeeper [chars]
```

Explanation The gateway unregistered from the gatekeeper.

Recommended Action Verify whether this is user intended or otherwise report this to the technical support representative.

Error Message

```
%CCH323-3-BAD_IP_ADDRESS: [chars]: illegal destination [chars]
```

Explanation The IP address passed from CCAPI in the call setup request is invalid

Recommended Action Check the dial-peer configuration for the dial-peer that matches the called party number. Make sure that the session target field contains valid IP address. or DNS name.

Error Message

```
%CCH323-3-CALL_SETUP_FAILED: %s: call setup failed
```

Explanation The call setup request failed

Recommended Action Verify that the remote destination identified by the IP address is reachable

Error Message

```
%CCH323-3-CANNOT_ALLOCATE_CALL_INFO: [chars]: cannot allocate call info data
structure
```

Explanation Allocation of the CCH323 call info structure failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This call will be terminated due to lack of resource.

Error Message

```
%CCH323-3-CANNOT_ALLOCATE_CCB: [chars]: cannot allocate call control block
```

Explanation Allocation of the CCH323 call control block failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This can be a catastrophic error. Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CCH323-3-CANNOT_ALLOCATE_GW: [chars]: cannot allocate gateway structure`

Explanation Allocation of the CCH323 gateway instance failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This can be a catastrophic error. Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CCH323-3-CANNOT_CREATE_CCB: [chars]: cannot create the H.323 ccb Tree`

Explanation Creation of the H.323 CCB Tree failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This can be a catastrophic error. Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CCH323-3-CANNOT_CREATE_CRVHASH_TBL: [chars]: cannot create the H.323 crv hash table`

Explanation Creation of the H.323 CRV Hash Table failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action This can be a catastrophic 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/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCH323-3-CANNOT_FIND_CCB: [chars]: cannot find CCH323 call control block based
on callID [dec]
```

Explanation Cannot find a CCH323 call control block based on the specified callID.

Recommended Action No action is required. This is an indication that some events happen out of sequence.

Error Message

```
%CCH323-3-CANNOT_INSERT_CCB: [chars]: cannot insert control block [hex] to tree
```

Explanation Insertion of this CCH323 call control block to the RBTree failed. This can be related to a corrupted RBTree.

Recommended Action This can be a catastrophic error. Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCH323-3-CCAPI_CONNECT_ERROR: %s: cc_api_call_disconnected returns %d
```

Explanation An error is returned when CCH323 attempts to call cc_api_call_connected

Recommended Action None

Error Message

```
%CCH323-3-CCAPI_DISCONNECT_ERROR: %s: cc_api_call_disconnected returns %d
```

Explanation An error is returned when CCH323 attempts to call cc_api_call_disconnected

Recommended Action None

Error Message

```
%CCH323-3-CCH323_H225_ALLOCATE_SEND_EVENT_FAILED: %s: create and send event to
H.225 state machine failed
```

Explanation create and send event to H.225 state machine failed. This is possibly due to the missing call control block

Recommended Action This can be a catastrophic error

Error Message

```
%CCH323-3-CCH323_H225_SEND_EVENT_FAILED: [chars]: create send internal event
[chars] to H.225 state machine failed
```

Explanation   An attempt to create and send an event to an H.225 state machine has failed. This condition can be a catastrophic error. Possible causes of the error are that the call control block is missing or that there is not enough memory for event buffers.

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

```
%CCH323-3-CCH323_H245_SEND_EVENT_FAILED: [chars]: create and send event [chars]
to H.245 state machine failed
```

Explanation   An attempt to create and send an event to an H.245 state machine has failed. This condition can be a catastrophic error. Possible causes of the error are that the call control block is missing or that there is not enough memory for event buffers.

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

```
%CCH323-3-CCH323_MALLOC_FAILED: [chars]: cannot allocate message buffer
```

Explanation   Allocation of the CCH323 message buffer failed. This is possibly due to the fact that system memory pool is exhausted.

Recommended Action   This can be a catastrophic error. Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCH323-3-CCH323_RAS_SEND_EVENT_FAILED: [chars]: create and send event [chars] to
RAS state machine failed
```

Explanation create and send event to RAS state machine failed. This is possibly due to the missing call control block or not enough memory for event buffers

Recommended Action This can be a catastrophic 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/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

```
%CCH323-3-CCH323_RSCMON_SETUP_FAILURE: [chars][dec]
```

Explanation A failure was encountered in setting up the monitoring of H323 resources.

Recommended Action Try power cycling the system.

Error Message

```
%CCH323-3-CCH323_UNKNOWN_EVENT: unknown event [hex]
```

Explanation An unknown CCH323 event has occurred.

Recommended Action No action is required.

Error Message

```
%CCH323-3-H225_LIBRARY_INIT_FAILED: [chars]: H.225.0 library initialization
failed
```

Explanation The H.225.0 library initialization failed.

Recommended Action This can be catastrophic. Copy the message exactly as it appears on the 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

%CCH323-3-H225_SM_INIT_FAILED: [chars]: H.225.0 State Machine integrity check
failed for state [chars]

Explanation H.225 State Machine integrity check failed.

Recommended Action This can be catastrophic. Copy the message exactly as it appears on the 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

%CCH323-3-INTERNAL_EVENT_QUEUE_INIT_FAILED: [chars]: Internal event queue
initialization failed

Explanation Errors are found during initialization of internal event queue.

Recommended Action This can be a catastrophic 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/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

%CCH323-3-MAXIMUM_INTERNAL_EVENT_BUFFERS_EXCEED: [chars]: Exceeding limit on
allocating internal event buffers

Explanation The limit for allocating internal event buffers has been exceeded. The condition may be caused by internal loops on sending events between state machines.

Recommended Action This can be a severe 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/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCH323-3-OSS_INIT_FAILED: %s: OSS init failure: errno = %d
```

Explanation OSS ASN1 initialization failed

Recommended Action This can be catastrophic

Error Message

```
%CCH323-3-POSSIBLE_INTERNAL_EVENT_LOOP: [chars]: Exceeding limit on servicing
internal event for the same call
```

Explanation The maximum limit on servicing internal event queue has exceeded the limit. The condition may be caused by internal loops on sending events between state machines.

Recommended Action This can be a severe 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/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CCH323-3-STRCALLHISFAIL: cch323_store_call_history: %s
```

Explanation Insert an active H323 call record into call history list failed

Recommended Action No action is required

Error Message

```
%CCH323-6-CALL_PRESERVED: [chars]: H.323 call preserved due to socket closure or
error, Call Id = [int], fd = [dec]
```

Explanation An H.225.0 or H.245 socket was closed due to a TCP FIN received from the remote endpoint or a socket error. Calls using these sockets for which call preservation was configured will be preserved. This is not an error, but call preservation can occasionally cause hung calls.

Recommended Action Enter the show h323 calls preserved command to get a list of all active preserved calls. To clear the long duration preserved calls enter clear call voice command.

Error Message

`%CCH323-6-LONG_DUR_CALL_DETECTED: Long Duration Call is detected [chars]`

Explanation The call is active for configured duration of long call.

Recommended Action Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CCH323-6-REGSTR: Gateway %s registered with Gatekeeper %s`

Explanation Gateway registered with the Gatekeeper

Recommended Action no action is required

Error Message

`%CCM-3-CCMINVALEVT: Client[[dec]] received an invalid event[[dec]]`

Explanation Cluster Control Manager High Availability feature on standby, detected an invalid event received from active.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CCM-3-CCMNOCLIENT: Client [chars][[dec]] not present`

Explanation Cluster Control Manager High Availability features for this client will not work.

Recommended Action Refer to the documentation on configuring High Availability features.

Error Message

`%CCM-3-CCMREGFAIL: High Availability Registration failed`

Explanation   Cluster Control Manager High Availability features 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/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.

CCPROXY Messages

Error Message

`%CCPROXY-3-NOBLOCK_EVENT: During initialization of proxy, %s: cannot allocate event block`

Recommended Action   .

Error Message

`%CCPROXY-3-NOCCAPI_INTERFACE: CCAPI new interface is not created in %s`

Recommended Action   .

Error Message

`%CCPROXY-3-NOCCB_FROM_CALLID: No call-control-block is found in %s for (%x).`

Recommended Action   .

Error Message

`%CCPROXY-3-NOINIT_OSS_h245: %s: initializing h245 socket failed through ASN.1 library: error=%d`

Recommended Action   .

Error Message

`%CCPROXY-3-NOMEMORY_FRAGMENT_CACHE: %s: failed to allocate cache for fragmented packets for fastswitch`

Recommended Action   .

Error Message

```
%CCPROXY-3-NOMM_INTERFACE: No multimedia interface configured in %s.
```

Recommended Action .

Error Message

```
%CCPROXY-3-NOPROCESS_CCPROXY: The proxy process is not created in %s
```

Recommended Action .

Error Message

```
%CCPROXY-3-NO_CONNECT_TABLE: Unable to allocate memory for %d connection table
entries in %s.
```

Recommended Action .

Error Message

```
%CCPROXY-3-NO_RASREQ_TABLE: Unable to allocate memory for %d RAS request table
entries in %s.
```

Recommended Action .

Error Message

```
%CCPROXY-3-STRCALLHISFAIL: %s: Unable to store Call History record
```

Recommended Action .

Error Message

```
%CCPROXY-3-UNREGISTERED_BY_GK: H.323 Proxy registration is being removed by
Gatekeeper %s Check show proxy h323 status for details.
```

Recommended Action .

CDMA_PDSN Messages

Error Message

```
%CDMA_PDSN-1-PPPNOMEMALERT: No memory to create a vaccess
```

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

Error Message

%CDMA_PDSN-3-CMDNOTCONFIGURED: Attempt to open session without virtual-template configured

Explanation The PDSN has refused to open the session because a virtual template has not been configured.

Recommended Action Configure a virtual template by entering the cdma pdsn virtual-template command.

Error Message

%CDMA_PDSN-3-FSDROPPAK: No session [chars]

Explanation The system cannot find a session in the FS path. The packet has been dropped. This condition indicates an internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%CDMA_PDSN-3-GRPPROFERROR: Group Profile contains UserClass/IpTech as MobileIP

Explanation The group profile contains a User Class or IP Tech Value of MobileIP . MSID-based access using a group profile cannot use MobileIP as its User Class or IP Tech Value.

Recommended Action Check and correct the group profile in the AAA server.

Error Message

%CDMA_PDSN-3-GRPPROFERROR2: Group Profile contains VPDN attributes

Explanation The group profile contains VPDN attributes. MSID-based access using a group profile cannot have VPDN attributes.

Recommended Action Check and correct the group profile in the AAA server.

Error Message

`%CDMA_PDSN-3-PPPVACERR: Free Virtual Access interface failure`

Explanation An internal error occurred while the virtual template was being freed.

Recommended Action Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%CDMA_PDSN-3-PREPAIDUNSUPPORTED: Prepaid is not supported by this image`

Explanation A user profile using Prepaid was specified. Prepaid is not supported by this Cisco IOS software image.

Recommended Action Remove the configuration of CRB_ENTITY_TYPE from the user profile.

Error Message

`%CDMA_PDSN-3-PROFERROR1: Group Profile error in case of UC/IP_Tech as NotDefined`

Explanation MSID-based access was attempted using a group profile with No User Class or IP Tech with SPI in the profile. Access will be attempted without IPCP address negotiation.

Recommended Action Check and correct the group profile in the AAA server.

Error Message

`%CDMA_PDSN-3-PROFERROR2: Group Profile error as profile has no REALM`

Explanation MSID-based access was attempted using a group profile with no realm.

Recommended Action Check and correct the group profile in the AAA server.

Error Message

`%CDMA_PDSN-3-RPA11TO: A11 Registration Update re-transmission timed out at gre tunnel[dst:[IP_address]].`

Explanation An RP(A10-A11) connectivity problem has occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%CDMA_PDSN-3-RPBADPACKET: BAD Packet : [chars]-[chars]-[dec]

Explanation An invalid packet was received from the mobile node. The format of the received packet is not included in the TR45 specifications.

Recommended Action If this message recurs consistently, copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%CDMA_PDSN-3-RPUNEXPECTEDMSG: Unknown [chars] Message Type = [dec]

Explanation The format of the received packet is not included in the TR45 specifications. This condition indicates an internal error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%CDMA_PDSN-3-SMMAXEXCEEDED: Attempt to exceed maximum [chars] allowed ([dec])

Explanation An attempt was made to exceed the maximum configured values of the PCF or session. The PDSN has refused this attempt.

Recommended Action Increase the maximum configuration value by entering the cdma pdsn maximum pcf/session command.

Error Message

`%CDMA_PDSN-3-SNMPSESSION: SNMP  : CDMA SESSION tree creation error`

Explanation The creation of an internal structure has failed. This condition was probably caused by low available memory. SNMP reporting might not work properly.

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

Error Message

`%CDMA_PDSN-3-SNMPTREE: SNMP  : CDMA PCF tree creation error`

Explanation The creation of an internal structure has failed. This condition was probably caused by low available memory. SNMP reporting might not work properly.

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

Error Message

`%CDMA_PDSN-4-CONFIG_ERROR: Master slave PDSN clustering configured or in progress.`

Explanation Either the active PDSN or the standby PDSN functionality is being configured in this PDSN. The intelligent selection feature, or peer-to-peer clustering feature, cannot be configured on the same PDSN that runs either the active PDSN or the standby PDSN functionality.

Recommended Action Either do not configure the PDSN selection feature, or unconfigure either the active PDSN or the standby PDSN.

Error Message

`%CDMA_PDSN-4-PPPUNEXPWARNING: Unexpexted event [dec]`

Explanation An internal error involving CDMA PDSN PPP processing 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

CDNLD_CLIENT Messages

Error Message

`%CDNLD_CLIENT-2-NOMEMORY: No memory available for [chars]`

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

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

Error Message

`%CDNLD_CLIENT-3-CHECKSUM_FAIL: Checksum mismatch during configuration download`

Explanation A checksum error was detected while the configuration file was being downloaded. The configuration file was not correctly received from the NSP.

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

`%CDNLD_CLIENT-6-CRASH_WR_FAIL: Failed to write crashinfo file: [chars]`

Explanation The file could not be written. It is possible that the NSP log will contain more information regarding the reason for the failure.

Recommended Action Verify that the file media is present and usable and has sufficient space to hold the file.

Error Message

`%CDNLD_CLIENT-6-PRIVATE_RD_FAIL: Failed to read private config: [chars]`

Explanation The file could not be read. The NSP log may contain more information regarding the reason for the failure.

Recommended Action Verify that the file media is present and usable and is not corrupted.

Error Message

`%CDNLD_CLIENT-6-PRIVATE_WR_FAIL: Failed to write private config: [chars]`

Explanation The file could not be written. The NSP log may contain more information regarding the reason for the failure.

Recommended Action Verify that the file media is present and usable and has sufficient space to hold the file.

Error Message

%CDNLD_CLIENT-6-STARTUP_RD_FAIL: Failed to read startup config: [chars]

Explanation The file could not be read. The NSP log may contain more information regarding the reason for the failure.

Recommended Action Verify that the file media is present and usable and is not corrupted.

Error Message

%CDNLD_CLIENT-6-STARTUP_WR_FAIL: Failed to write startup config: [chars]

Explanation The file could not be written. The NSP log may contain more information regarding the reason for the failure.

Recommended Action Verify that the file media is present and usable and has sufficient space to hold the file. CDNLD_SERVER Messages

Recommended Action The following are NSP configuration download messages.

Error Message

%CDNLD_SERVER-6-BADCHKSUM: Bad checksum downloading: [chars]

Explanation An error has occurred during the transfer of data from the specified slot.

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

%CDNLD_SERVER-6-BAD_FILE_TYPE: Config file was not ASCII text: [chars]

Explanation The NRP2 configuration file does not contain valid ASCII text.

Recommended Action Replace the existing NRP2 configuration file with a valid NRP2 configuration file.

Error Message

%CDNLD_SERVER-6-CLOSE_FAILED: file close failed: '[chars]'

Explanation The file-close operation on the specified file has failed.

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

```
%CDNLD_SERVER-6-FILERD_FAILED: file '[chars]' read failed: [chars]
```

Explanation The specified file could not be read. Either it does not exist or there is a problem with the file media.

Recommended Action Verify that the specified file media is present and usable and the specified file exists.

Error Message

```
%CDNLD_SERVER-6-FILEWR_FAILED: file '[chars]' write failed: [chars]
```

Explanation The specified file could not be written. There may be a problem with the file media, or the media is out of space.

Recommended Action Verify that the specified file media is present and usable and has sufficient room to store the file.

Error Message

```
%CDNLD_SERVER-6-OPEN_FAIL: file '[chars]' open failed: [chars]
```

Explanation The named file could not be opened. Either it does not exist, or there is a problem with the file media.

Recommended Action Verify that the specified file media is present and usable and the named file exists.

Error Message

```
%CDNLD_SERVER-6-RENAME_FAILED: file rename failed: '[chars]' to '[chars]'
```

Explanation The specified file rename operation failed.

Recommended Action Verify that the specified file media is present and usable.

CDP Messages

The following are Cisco Discovery Protocol (CDP) messages.

Error Message

```
%CDP-4-DUPLEX_MISMATCH: duplex mismatch discovered on %s (%s), with %s %s (%s).
```

Explanation CDP discovered a mismatch of duplex configuration

Recommended Action Configure the interfaces to the same duplex (full or half).

Error Message

```
%CDP-4-NATIVE_VLAN_MISMATCH: Native VLAN mismatch discovered on %s (%d), with %s
%s (%d).
```

Explanation CDP discovered a mismatch of native-VLAN configuration

Recommended Action Configure the interfaces to the same native VLAN.

CDSX_MODULE Messages

Error Message

```
%CDSX_MODULE-3-CDSX_IPC_CMD_FAIL: IPC Command (message type:[hex], opcode:[hex])
to the firmware Failed on slot([dec]) due to [chars]
```

Explanation An IPC message could not be sent to the firmware. The firmware is not responding or is responding too slowly. This condition was caused by a full mailbox or a lack of buffers that were available to send the message.

Recommended Action Reset the system board.

Error Message

```
%CDSX_MODULE-3-FDLLLOOPDOWN: Controller [chars] - FDL line loopdown code detected,
deactivating line loopback.
```

Explanation The system has detected FDL line loopdown code on the unit. Line loopback mode is being deactivated.

Recommended Action No action is required.

Error Message

```
%CDSX_MODULE-3-FDLLLOOPUP: Controller [chars] - FDL line loopup code detected,
activating line loopback mode.
```

Explanation The system has detected FDL line loopup code on the unit. Line loopback mode is being activated.

Recommended Action No action is required.

Error Message

```
%CDSX_MODULE-3-FDLLREQFAILED: Controller [chars] - Failed to put the remote end
in line loopback mode via FDL.
```

Explanation The T1 FDL line loopup code was sent to the remote end, but the remote end did not activate line loopback mode. This condition could be caused by a problem with the controller configuration or by a physical problem with the line.

Recommended Action Check to verify that the controllers are both operational and enabled (up).

Error Message

%CDSX_MODULE-3-FDLLREQOK: Controller [chars] - Remote end is put in line loopback mode via FDL.

Explanation The T1 FDL line loopup code was sent to the remote end from the unit and the remote end has successfully activated line loopback mode.

Recommended Action No action is required.

Error Message

%CDSX_MODULE-3-FDLPLOOPDOWN: Controller [chars] - FDL payload loopdown code detected, deactivating payload loopback.

Explanation The system has detected FDL payload loopdown code on the unit. The payload loopback mode is being deactivated.

Recommended Action No action is required.

Error Message

%CDSX_MODULE-3-FDLPLOOPUP: Controller [chars] - FDL payload loopup code detected, activating payload loopback mode.

Explanation The system has detected FDL payload loopup code on the unit. The payload loopback mode is being activated.

Recommended Action No action is required.

Error Message

%CDSX_MODULE-3-FDLPREQFAILED: Controller [chars] - Failed to put the remote end in payload loopback mode via FDL.

Explanation The T1 FDL payload loopup code was sent to the remote end, but the remote end did not activate payload loopback. This condition could be caused by a problem with the controller configuration or by a physical problem with the line.

Explanation Check to verify that the controllers are both operational and enabled (up).

Error Message

%CDSX_MODULE-3-FDLPREQOK: Controller [chars] - Remote end is put in payload loopback mode via FDL.

Explanation The T1 FDL payload loopup code was sent to the remote end from the unit and the remote end has successfully activated the payload loopback mode.

Recommended Action No action is required.

Error Message

```
%CDSX_MODULE-3-IBOCLOOPDOWN: Controller [chars] - IBOC loopdown code detected,
deactivating line loopback.
```

Explanation   The system has detected IBOC loopdown code on the unit. Line loopback mode is being deactivated.

Recommended Action   No action is required.

Error Message

```
%CDSX_MODULE-3-IBOCLOOPUP: Controller [chars] - IBOC loopup code detected,
activating line loopback mode.
```

Explanation   The system has detected IBOC loopup code on the unit. Line loopback mode is being activated.

Recommended Action   No action is required.

Error Message

```
%CDSX_MODULE-3-IBOCREQFAILED: Controller [chars] - Failed to put the remote end
in line loopback mode via IBOC.
```

Explanation   The T1 IBOC loopup code was sent to the remote end, but the remote end did not activate line loopback mode. This condition could be caused by a problem with the controller configuration or by a physical problem with the line.

Explanation   Check to verify that the controllers are both operational and enabled (up).

Error Message

```
%CDSX_MODULE-3-IBOCREQOK: Controller [chars] - Remote end is put in line loopback
mode via IBOC.
```

Explanation   The T1 IBOC loopup code was sent to the remote end from the unit and the remote end has successfully activated line loopback mode.

Recommended Action   No action is required.

Error Message

```
%CDSX_MODULE-3-T1REQCANCELLED: Controller [chars] - T1 remote loopback has been
cancelled.
```

Explanation   T1 loopdown code has been sent to the remote end from this unit. The remote end is assumed to have received the loopdown code and deactivated loopback mode. However, no test is performed to ensure that the remote end has deactivated loopback mode.

Recommended Action   No action is required.

CE Messages

Error Message

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

Explanation   CE initialization sequence failed.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CE3-1-CONFIGURE: Failed to configure %d interfaces in bay %d, shutting down bay`

Explanation   The CE3 hardware failed. Some components on the board failed to initialize.

Recommended Action   Replace the CE3 port adapter.

Error Message

`%CE3-1-DISCOVER: Found %d interfaces in bay %d, shutting down bay`

Explanation   The CE3 hardware failed. Some components on the board failed to initialize.

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

Error Message

`%CE3-1-DWNLDFAIL: Microcode to slot %d`

Explanation   Failed to download firmware into the CE3 port adapter.

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

Error Message

```
%CE3-1-ENABLEFAIL: %s could not be enabled by %s
```

Explanation The restart failed to enable the interface.

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

Error Message

```
%CE3-1-INITFAIL: Slot %d firmware init (%s)
```

Explanation CE3 firmware initialization failure.

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

Error Message

```
%CE3-1-INITFAILP: %s init failed at %s
```

Explanation CE3 initialization failure.

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

Error Message

```
%CE3-1-NOTREADY: Slot %d for microcode download
```

Explanation An error was detected on the communication path between VIP and CE3.

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

Error Message

```
%CE3-1-RESTARTFAIL: %s could not be reset by %s
```

Explanation The restart failed to reset the interface.

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

Error Message

```
%CE3-1-STARTFAIL: %s could not be enabled by %s
```

Explanation The restart failed to enable the interface.

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

Error Message

`%CE3-1-STOPFAIL: %s could not be disabled by %s`

Explanation The shutdown failed to disable the interface.

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

Error Message

`%CE3-1-UNSUPPORTED: %s %CE3-2-CE3FWCRASHED: CE3 F/W crashed: %x - VIP reset`

Explanation CE3 firmware does not update the software watchdog.

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

Error Message

`%CE3-2-CE3FWCRASHED: CE3 F/W crashed: [hex] - VIP reset`

Explanation The CE3 firmware did not update the software watchdog.

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

`%CE3-2-CE3FWCRASHEDINFO: %08x %08x %08x %08x`

Explanation CE3 firmware does not update the software watchdog.

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

Error Message

`%CE3-2-NOVC: %s: packet received for unknown VC %d`

Explanation The virtual channel encapsulation is corrupted.

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

Error Message

`%CE3-3-BADMSG: Received unexpected mailbox message (id = %d)`

Explanation Unexpected message from CE3 firmware.

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

Error Message

`%CE3-3-ERROR: %s`

Explanation General error information.

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

Error Message

`%CE3-3-LOVEFAIL: %s: failed to send %s love letter`

Explanation A love letter was not sent to RSP.

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

Error Message

`%CE3-3-MBOXRECV: Failed to receive reply %d from bay %d firmware`

Explanation A message was not received from CE3 firmware.

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

Error Message

`%CE3-3-MBOXRECVP: Failed to receive reply %d to %s driver firmware`

Explanation A port related message was not received from CE3 firmware.

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

Error Message

`%CE3-3-MBOXSEND: Failed to send msg %d to bay %d firmware`

Explanation A message was not sent to CE3 firmware.

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

Error Message

```
%CE3-3-MBOXSENDP: Failed to send msg %d to %s driver firmware
```

Explanation A port related message was not sent to CE3 firmware.

Recommended Action Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

Error Message

```
%CE3-3-NOACC: %s - Accumulator is not available
```

Explanation An invalid TX accumulator is detected.

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

Error Message

```
%CE3-3-NOTFREEDM: Slot %d device ID seen as %#x, expected %#x (FREEDM)
```

Explanation Failed to detect the hdlc controller on the CE3.

Recommended Action Replace the CE3 port adaptor.

Error Message

```
%CE3-3-NOTPLX: Slot %d device ID seen as %#x, expected %#x (PLX9060)
```

Explanation The PLX 9060 was not detected on the CE3.

Recommended Action Replace the CE3 port adaptor.

CEIPNM Messages

The following are Circuit Emulation over IP Network Module messages.

Error Message

```
%CEIPNM-1-UNSUPPORTED: [chars]
```

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

`%CEIPNM-2-OIR: Unexpected card type plugged into slot [dec]`

Explanation An OIR operation has been performed, and the card that was inserted was of an unexpected type.

Recommended Action Insert the correct type of card or reboot the system. No action is required.

Error Message

`%CEIPNM-2-RESET_FAIL: (sw) slot([dec]) ceipnm reset fail!`

Explanation The firmware did not correctly boot up correctly after a network module was reset.

Recommended Action Save your router configurations, power down the router, and reboot the system. You may have to reseat the network module in the specified bay. 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%CEIPNM-2-WATCH_DOG: Got WATCHDOG Interrupt from NM at slot [dec]`

Explanation A firmware crash has been detected.

Recommended Action Save your router configurations, power down the router, reinsert the network module in the specified bay, 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

`%CEIPNM-5-UPDOWN: cem [dec]/[dec]/[dec], changed state to [chars]`

Explanation A configurable interface has changed its state.

Recommended Action No action is required.

CELLWAN Messages

Error Message

`%CELLWAN-2-CALL_SETUP_FAIL:[chars] data call setup failed due to [chars].`

Explanation The data call setup failed because of a mismatch between the IP address configured under the cellular interface and the IP address assigned by the network.

Recommended Action Check the IP address configuration under the cellular interface.

Error Message

`%CELLWAN-3-GPS_FAIL_END_SESSION:[[chars]] GPS failed to end location fix session - [chars] [[hex]], please try again`

Explanation The modem failed to disable the Global Positioning System (GPS) mode because of the error indicated in the message.

Recommended Action Resolve the indicated error and then disable the GPS.

Error Message

`%CELLWAN-3-GPS_FAIL_START_TRACK: [[chars]] GPS failed to start tracking - [chars] [[hex]], please try again`

Explanation The modem failed to enable the Global Positioning System (GPS) mode because of the error indicated in the message.

Recommended Action Resolve the indicated error and then enable the GPS.

Error Message

`%CELLWAN-2-GSM_PROFILE_UNDEFINED: [[chars]]: Default profile [dec][chars] does not exist. Please execute 'cellular <unit> gsm profile create <profile #>' to create the profile.`

Explanation The default profile does not exist because it was either not defined or was deleted.

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

Error Message

`%CELLWAN-2-MDM_LINK_FAILURE: %s direct IP synchronization process fails after %d attempts`

Explanation The direct IP synchronization process failed after reaching the maximum limit on the number of attempts.

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/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

`%CELLWAN-2-OMA_DM_ACTIVE: [[chars]]: OMA DM [chars] session is active`

Explanation The OMA DM device configuration session is active.

Recommended Action Reactivate the modem. If the problem persists, contact the wireless service provider. Copy the message exactly as it appears on the 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. Use the show cellular x/x/x all command and show tech-support command to gather information that may help identify the nature of the error. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%CELLWAN-2-OMA_DM_ERROR: [[chars]]: OMA DM [chars] Failed - Error:[hex]([chars])`

Explanation The OMA DM device configuration session has failed.

Recommended Action Reactivate the modem. If the problem persists, contact the wireless service provider. Copy the message exactly as it appears on the 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. Use the show cellular x/x/x all command and show tech-support command to gather information that may help identify the nature of the error. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%CELLWAN-2-OMA_DM_HFA_PENDING: [[chars]]: OMA DM [chars], waiting for retry in
[int] seconds
```

Explanation   The OMA DM device configuration session for Hands Free Activation is pending.

Recommended Action   Reactivate the modem. If the problem persists, contact the wireless service provider. Copy the message exactly as it appears on the 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. Use the show cellular x/x/x all command and show tech-support command to gather information that may help identify the nature of the error. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%CELLWAN-2-OMA_DM_NI_ALERT: [[chars]]: OMA DM NI Alert is received for [chars]
Please execute 'cellular cdma activate oma-dm ni-alert [allow | deny]'
```

Explanation   The modem receives the OMA DM Network-Initiated (NI) alert.

Recommended Action   Enter the cellular unit cdma activate oma-dm ni-alert [allow | deny] command. Allow the session to update the device configuration or the PRL that is being pushed by carrier. The session can be allowed when the data call is disconnected. NI session will disconnect the active call and the service will be interrupted until the session is completed. Enter the show cellular unit oma-dm ni-alert to view the pending NI alert. Else, deny the session if an update is not required. Copy the message exactly as it appears on the 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. Enter the show cellular x/x/x all command and show tech-support command to gather information that may help identify the nature of the error. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%CELLWAN-2-OMA_DM_NO_OP: [[chars]]: OMA DM [chars] could not be completed. Please
try again later. If the problem persists, you may need to contact Customer Service.
```

Explanation   The OMA DM session has not been completed.

Recommended Action   Reactivate the modem. If the problem persists, contact the wireless service provider. Copy the message exactly as it appears on the 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. Use the show cellular x/x/x all command and show tech-support command to gather information that may help identify the nature

of the error. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CELLWAN-2-OMA_DM_NO_PRL: [[chars]]: OMA DM - No PRL update available

Explanation   The OMA DM session state is received by modem.

Recommended Action   Reactivate the modem. If the problem persists, contact the wireless service provider. Copy the message exactly as it appears on the 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. Use the show cellular x/x/x all command and show tech-support command to gather information that may help identify the nature of the error. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CELLWAN-2-OMA_DM_SUCCESS: [[chars]]: OMA DM [chars] completed successfully

Explanation   The OMA DM device configuration completed successfully.

Recommended Action   Reactivate the modem. If the problem persists, contact the wireless service provider. Copy the message exactly as it appears on the 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. Enter the show cellular x/x/x all command and show tech-support command to gather information that may help identify the nature of the error. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%CELLWAN-2-SIM_NOT_READY: [chars] Modem is not ready. SIM status may be not current.`

Explanation   The message indicates that the Subscriber Identity Module (SIM) access could not be granted. This error occurs if the modem is not functioning, if the mode is being reset, or if the SIM was corrupt. Wait until the MODEM UP message is displayed on the console before accessing the SIM.

Error Message

`%CELLWAN-2-SMS_ARCH_PATH_UNCONFIGURED: [chars] failed to archive SMS because sms-archive-path under cellular controller is not configured.`

Explanation   The sms-archive-path variable has not been configured in the cellular controller.

Recommended Action   Configure the sms-archive-path variable in the cellular controller.

Error Message

`%CELLWAN-2-SMS_INBOX_ARCH_OPEN_ERROR: [chars] failed to open [chars] to archive incoming SMS.`

Explanation   The incoming short messages have not been archived in the FTP server because the configured FTP URL did not open.

Recommended Action   Check if the FTP server that is configured under the cellular controller is reachable, and check if the specified directory exists.

Error Message

`%CELLWAN-2-SMS_INBOX_ARCH_WRITE_ERROR: [chars] failed to write [chars] to archive incoming SMS.`

Explanation   The incoming short messages have not been archived in the FTP server because an error occurred while writing to the configured FTP URL.

Recommended Action   Check if the FTP server that is configured in the cellular controller is reachable and whether it has the required storage space.

Error Message

`%CELLWAN-2-SMS_OUTBOX_ARCH_OPEN_ERROR: [chars] failed to open [chars] to archive an outgoing SMS.`

Explanation   The incoming short messages have not been archived in the FTP server because the configured FTP URL did not open.

Recommended Action   Check if the FTP server that is configured in the cellular controller is reachable and whether it has the required storage space.

Error Message

%CELLWAN-2-SMS_OUTBOX_ARCH_WRITE_ERROR: [chars] failed to write [chars] to archive an outgoing SMS.

Explanation The outgoing short message has not been archived in the FTP server because an error occurred while writing to the configured FTP URL.

Recommended Action Check if the FTP server that is configured under the cellular controller is reachable and whether it has the required storage space.

Error Message

%CELLWAN-4-OUTGOING_SMS_ERROR: [chars] failed to send an outgoing SMS.

Explanation An attempt to send a short message from the cellular interface has failed.

Recommended Action Use the **show cellular sms** command to view the unsent message.

Error Message

%CELLWAN-4-OUTGOING_SMS_SERV_UNAVAIL: [chars] can't send an SMS because SMS service is not available.

Explanation The Short Message Service (SMS) is not available on the cellular interface.

Recommended Action Check if the modem is powered up and the subscriber identity module (SIM) is inserted.

Error Message

%CELLWAN-5-INCOMING_SMS: [chars] has just received new incoming SMS.

Explanation A short message has arrived at the cellular interface.

Recommended Action Use the **cellular** *unit* {**gsm** | **cdma**} **sms view** command to read the message.

Error Message

%CELLWAN-5-OUTGOING_SMS_SENT: [chars] has just sent an outgoing SMS successfully.

Explanation A short message was sent successfully from the cellular interface.

Recommended Action No action is required.

Error Message

%CELLWAN-5-SMS_INBOX_ARCH_DONE: [chars] has just archived all incoming SMS to FTP server successfully.

Explanation The incoming short messages have been archived successfully in the FTP server from the cellular interface.

Recommended Action No action is required.

Error Message

%CELLWAN-5-SMS_OUTBOX_ARCH_DONE: [chars] has just archived an outgoing SMS to FTP server successfully.

Explanation An outgoing short message has been archived successfully in the FTP server from the cellular interface.

Recommended Action No action is required.

Error Message

%CELLWAN-5-SMS_SERVICE_AVAILABLE: [chars] SMS service is now available.

Explanation The specified cellular interface is available for sending and receiving short messages.

Recommended Action No action is required.

Error Message

%CELLWAN-5-SMS_SERVICE_UNAVAILABLE: [chars] SMS service is now unavailable.

Explanation The specified cellular interface is not available for sending and receiving short messages.

Recommended Action No action is required.

Error Message

%CELLWAN-2-WCDMA_ALL_BAND_UNDEFINED:[[chars]]: wcdma-all band not supported

Explanation The wdcms-all band parameter is either not supported by the modem or was not defined.

Recommended Action Copy the message exactly as it appears on the 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. Use the show cellular x/x/x all command and show tech-support command to gather information that may help identify the nature of the error. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

CELL_MSG Messages

Error Message

`%CELL_MSG-1-INCORRECT_SIZE_FOR_SLAVE_ACCESS: CELL_MSG  : incorrect size for slave access: [chars]`

Explanation   An attempt by the host to slave read/write to Nios SDRAM failed. It should use multiple of 32 bits for read/write

Recommended Action   Copy the message exactly as it appears on the 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

`%CELL_MSG-1-MAILBOX_RX_FAIL: CELL_MSG  : mailbox message receive failure: [chars]. message type is [hex], message length is [dec]`

Explanation   Nios send mailbox message to host, but the ownership/intr bit is not set

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CELL_MSG-1-MBX_TX_FAIL: CELL_MSG  : Mailbox msg transmit failure.`

Explanation   An attempt by the host to send mailbox message to Nios failed. This interface 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/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

`%CELL_MSG-1-MODEM_ACK_FAIL: [[chars]] Modem Ack not received.`

Explanation The host has not received an ACK for the command sent to the modem

Recommended Action Copy the message exactly as it appears on the 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.

CEM Messages

Error Message

`%CEM-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

`%CEM-3-ISSU_SENDFAILED: CEM 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/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

`%CEM-4-ISSU_INCOMPATIBLE: cem-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/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

%CEM-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/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.

CEMA Messages

The following are CEMA messages.

Error Message

%CEMA-3-CEMA_ADD_FAIL: [chars]: CEMA SB addition failed for interface [chars]

Explanation A failure occurred when adding cema_sb to the interface shown in the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%CEMA-3-SPA_CMD_FAIL: [chars]: Command [chars]([dec]) failed ([chars]); partial
command dump [hex] [hex] [hex] [hex]

Explanation A failure occurred when sending a command to the SPA indicated in the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%CEMOUDP_NP_CLIENT-3-INFO:[chars]
```

Explanation   The Circuit Emulation (CEM) over UDP network processor (NP) client failed to
initialize properly, causing an improper operation of the CEMOUDP feature.

Recommended Action   Attempt to reload the Cisco IOS image on the affected card or platform. If the
error persists, copy the message exactly as it appears on the console or in the system log. Research
and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%CEMOUDP_NP_CLIENT-3-NOMEM: [chars]
```

Explanation   The Circuit Emulation (CEM) over UDP network processor (NP) client has failed to
initialize properly, causing improper operation of the CEMOUDP feature. The error indicates that
the affected card or platform has insufficient memory to handle the configured features and entities.

Recommended Action   Attempt to reload the Cisco IOS image on the affected card or platform. If the
error persists, copy the message exactly as it appears on the console or in the system log. Research
and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%CEMOUDP_NP_CLIENT-4-WARN:[chars] [dec] [chars]
```

Explanation   An invalid Circuit Emulation (CEM) over UDP entry could not be added to the network
processor (NP).

Recommended Action   Attempt to reload the Cisco IOS image on the affected card or platform. If the
error persists, copy the message exactly as it appears on the console or in the system log. Research
and attempt to resolve the issue using the tools and utilities provided at

http://www.cisco.com/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

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

Explanation   Excessive interrupts have been generated by the EARL ASIC. The system is enforcing a throttle on interrupts to keep the Supervisor safe.

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

CERF Messages

The following are Cache Error Recovery Function (CERF) messages.

Error Message

```
%CERF-2-ABORT: %s
```

Explanation   This message is emitted when a cache error has occured, but an attempt to recover has been aborted

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

Error Message

```
%CERF-3-RECOVER: %s
```

Explanation   This message is emitted when there has been a full recovery after a cache error

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

CERM Messages

Error Message

%CERM-4-RX_BW_LIMIT: Maximum Rx Bandwidth limit of [dec] Kbps reached for Crypto functionality with securityk9 technology package.

Explanation The message indicates that the maximum Rx bandwidth limit for the crypto functionality has been reached. The indicated Rx bandwidth is the maximum that is allowed with your securityk9 license.

Recommended Action Upgrade to the HSEC-k9 technology package to remove this limitation.

Error Message

%CERM-4-TLS_SESSION_LIMIT: Maximum TLS session limit of [dec] reached for Crypto functionality with securityk9 technology package.

Explanation The message indicates that the maximum limit on the number of Transport Layer Security (TLS) sessions for the crypto functionality has been reached. The indicated number of TLS sessions is the maximum that is allowed with your securityk9 license.

Recommended Action Upgrade to the HSEC-k9 technology package to remove this limitation.

Error Message

%CERM-4-TUNNEL_LIMIT: Maximum tunnel limit of [dec] reached for Crypto functionality with securityk9 technology package.

Explanation The message indicates that the maximum limit on the number of tunnels for the crypto functionality has been reached. The indicated number of tunnels is the maximum that is allowed with your securityk9 license.

Recommended Action Upgrade to the HSEC-k9 technology package to remove this limitation.

Error Message

%CERM-4-TX_BW_LIMIT: Maximum Tx Bandwidth limit of [dec] Kbps reached for Crypto functionality with securityk9 technology package.

Explanation The message indicates that the maximum Tx bandwidth limit for the crypto functionality has been reached. The indicated limit for Tx bandwidth is the maximum that is allowed with your securityk9 license.

Recommended Action Upgrade to the HSEC-k9 technology package to remove this limitation.

CES Messages

Error Message

`%CES-2-INTERNAL_CRITICAL: %s`

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

> **Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CES-3-INTERNAL_ERROR: %s`

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

> **Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CES-4-INTERNAL_WARNING: %s`

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

> **Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CES_CLIENT-3-INTERNAL_ERR: [chars]
```

Explanation The CES client 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 error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might 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 tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%CES_CLIENT-4-AVAIL_PORT: No more available CES ports on Card [dec]
```

Explanation The system is attempting to implement the current configuration. The configuration specifies performance of CES on more ports than are available on this card. All of the CES ports that are present on this card are in use.

Recommended Action Either release some CES ports or add more CES cards.

Error Message

```
%CES_CONN-3-INVALID_PORT: An invalid ces port for port [dec]/[dec] is passed to
driver in ces conn req
```

Explanation The assigned CES port is invalid. The invalid port was detected during the CES connection setup process for the time slots of a given port.

Recommended Action Check the connection parameters and perform the TDM connection setup and teardown process again. 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

```
%CES_CONN-4-EXCLUSIVE: EITHER CES OR TDM connections possible from port
[dec]/[dec].
```

Explanation The specified port can use either CES connections or TDM Drop and Insert connections but cannot use both types of connections at the same time.

Recommended Action Either remove the TDM connections to support the CES connections or remove the CES connections to support the TDM connections.

Error Message

%CES_CONN-4-RESRC_SHORT: Short of resources i.e ces ports to support CES conn from
port [dec]/[dec]

Explanation All the CES ports are being used by other T1/E1 ports. CES cannot be performed for the specified port.

Recommended Action Perform one of the following actions to support CES on the specified port: remove CES connections on the other ports, use CES ports that are not used in other NMs, or add more CES-capable NMs.

CFG Messages

Error Message

%CFG-3-CARD_NOT_SUPPORTED: Slot [dec]: [chars]

Explanation The specified line card is not recognized by the system.

Recommended Action Replace the line card with a supported line card, or upgrade the software to a Cisco IOS software image that supports this card.

Error Message

%CFG-3-WIC_NOT_ALLOWED_IN_VIC_SLOT: Slot [dec]: [chars]

Explanation The WIC that was detected is not supported in the specified slot. Slot 1 supports VICs only.

Recommended Action Move the WIC to another slot that can support it.

Error Message

%CFG-6-ECAN_NEEDS_DSP: PVDM-ECAN requires PVDM-DSP or MS-AIM.

Explanation The echo-cancellation PVDM that is present in the router will not function properly without a PVDM DSP or multiservice AIM module.

Recommended Action Add a PVDM DSP or multiservice AIM module to the system to enable echo cancellation.

Error Message

%CFG-6-EXTRA_AIM: AIM-VPN in AIM slot [dec] will be ignored.

Explanation This product supports only one AIM-VPN at a time. Only the first AIM-VPN that was found will be used.

Recommended Action Remove the extra AIM.

Error Message

%CFG-6-HWIC_ESW_NO_DCARD: HWIC_ESW in slot [dec] lacks ILP daughtercard.

Explanation This router has an inline power supply that can support inline-powered Ethernet on a HWIC ESW with an ILP daughter card. However, the HWIC ESW line card in the slot specified in the message does not have a daughter card and so cannot support inline-powered Ethernet.

Recommended Action Add an ILP daughter card to the HWIC ESW line card.

Error Message

%CFG-6-HWIC_ESW_NO_ILP: Internal inline power supply required to support HWIC_ESW with ILP daughtercard.

Explanation This router contains at least one HWIC ESW with an ILP daughter card. This card can support inline-powered Ethernet if it contains an internal inline power supply. However, the power supply currently present on this router does not provide inline power support.

Recommended Action If you wish to use inline power, replace the power supply in your router with one that can provide inline power.

Error Message

%CFG-6-ILP_DEAD: Inline Power Supply module is not working.

Explanation This router has an inline power supply module, but it is not functioning properly. Inline-powered Ethernet will not operate correctly. This condition indicates a defective inline power supply.

Recommended Action Replace the inline power supply.

Error Message

%CFG-6-ILP_NO_HWIC_ESW: Inline powered ethernet requires a HWIC_ESW with ILP daughtercard.

Explanation This router contains an inline power supply that can support inline-powered Ethernet on an HWIC ESW with an ILP daughter card. However, no HWIC ESW card with an ILP is present in the router.

Recommended Action To fully utilize the router power supply, install an HWIC ESW card with an ILP daughter card.

Error Message

```
%CFG-6-ILP_NO_PAN: Inline powered ethernet requires a PAN-HWIC with ILP
daughtercard.
```

Explanation This router has an inline power supply that can support inline-powered Ethernet on an HWIC-4ESW or HWICD-9ESW with an inline power daughter card. However, no HWIC-4ESW or HWICD-9ESW card with inline power is present in the router.

Recommended Action Install an HWIC-4ESW or HWICD-9ESW card with an inline power daughter card to fully utilize the power supply of the router.

Error Message

```
%CFG-6-PAN_NO_DCARD: PAN-HWIC in slot [dec] lacks ILP daughtercard.
```

Explanation This router has an inline power supply that can support inline-powered Ethernet on an HWIC-4ESW or HWICD-9ESW with an inline power daughter card. However, the HWIC-4ESW or HWICD-9ESW card in the slot specified in the message does not have an inline power daughter card and cannot support inline-powered Ethernet.

Recommended Action Add an inline power daughter card to the HWIC-4ESW or HWICD-9ESW.

Error Message

```
%CFG-6-PAN_NO_ILP: Internal inline power supply required to support PAN with ILP
daughtercard.
```

Explanation This router has at least one HWIC-4ESW or HWICD-9ESW with an inline power daughter card. This card can support inline-powered Ethernet if an internal inline power supply is present. However, the power supply currently present on this router does not provide inline power support.

Recommended Action Replace the power supply in your router with one that can provide inline power if inline power support is required.

Error Message

```
%CFG-6-UNKNOWN_AIM: AIM module in AIM slot [dec] is not supported by this IOS
image. Card info: [chars].
```

Explanation The AIM in the specified AIM slot is not recognized or supported by the Cisco IOS software image that is operational on the system.

Recommended Action Either replace the AIM with an AIM that is supported or upgrade to a Cisco IOS software image that supports this AIM.

Error Message

```
%CFG-6-VIC_NEEDS_DSP: Slot [dec]: Voice requires a PVDM-DSP or MS-AIM.
```

Explanation   At least one voice card was found in the router. The voice card will not function properly without a PVDM DSP or a multiservice AIM module.

Recommended Action   Add a PVDM DSP or a multiservice AIM module to enable voice capability.

CFGMGR Messages

Error Message

```
%CFGMGR-1-UNABLE_TO_SEND_RUN_CFG: unable to send running-cfg, bits: [hex],
retrying...
```

Explanation   The system is attempting to push the running configurationto the slave(s).

Recommended Action   No action is required.

Error Message

```
%CFGMGR-1-UNABLE_TO_SEND_STARTUP_CFG: unable to send startup-cfg, bits: [hex],
retrying...
```

Explanation   The system is attempting to push the startup configurationto the slave(s).

Recommended Action   No action is required.

Error Message

```
%CFGMGR-3-ERROR_APPLYING_STARTUP_CFG: Error Applying Startup Config to Running
Config
```

Explanation   The system automatically applied the startup-configuration to the running-configuration, but encountered an error while doing so.

Recommended Action   Copy the message exactly as it appears on the 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

`%CFGMGR-4-SLAVE_WRITING_STARTUP_CFG: only master can do that`

Explanation An attempt to write to the startup-configuration was made on a slave, which is allowed only on the master.

Recommended Action No action is required.

Error Message

`%CFGMGR-5-UNABLE_TO_USE_PROVISIONED_CFG: Switch %d will receive the default configuration`

Explanation The switch type of the specified switch does not match the provisioned configuration for its switch number; therefore the default configuration will be applied to this switch

Recommended Action No action is required.

Error Message

`%CFGMGR-6-APPLYING_RUNNING_CFG: as new master`

Explanation New master is applying backed-up running-configuration.

Recommended Action No action is required.

Error Message

`%CFGMGR-6-SPURIOUS_SLAVE_ADD: CFG MGR Recvd Spurious New Slave Notification: [int]`

Explanation ConfigurationManager was notified about slave that it already knows about.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CFGMGR-6-UNABLE_TO_NVGEN_BUSY_RUNNING_CFG: config file busy, retrying...`

Explanation Master is temporarily unable to nvgen running-configuration.

Recommended Action No action is required.

Error Message

```
%CFGMGR-6-UNABLE_TO_NVGEN_RUNNING_CFG: config file too large...
```

Explanation Master is unable to nvgen running-configuration.

Recommended Action Undo some configuration commands.

CFIB Messages

Error Message

```
%CFIB-3-CFIB_EXCEPTION: FIB TCAM exception for IPv4 unicast. Packets through some
routes will be dropped. Use 'mls cef maximum-routes' to modify the FIB TCAM
partition or/and consider a hardware upgred. Examine your network and collect the
necessary information from this setup. The only way to recover from this state is
by reload the router.
```

Explanation Either the number of route entries that are installed has exceeded the hardware capacity, or the protocol that generated an exception condition does not have enough route entries reserved. As a result of this condition, some prefixes will be dropped. Enter the **mls cef maximum-routes** command to modify the FIB TCAM partition and reload the router.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered.

Error Message

```
%CFIB-3-CFIB_UNEXPECTED: Unexpected CFIB condition
```

Explanation An error has occurred where an unexpected condition has been reached in the Constellation FIB code.

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/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 information that you have gathered.

Error Message

```
%CFIB-7-CFIB_EXCEPTION: FIB TCAM exception for IPv4 unicast. Packets through some
routes will be software switched. Use 'mls cef maximum-routes' to modify the FIB
TCAM partition.
```

Explanation Either the number of route entries that are installed has exceeded the hardware capacity, or the protocol that generated an exception condition does not have enough route entries reserved. As a result of this condition, some prefixes will be software switched. Enter **mls cef maximum-routes** to modify the FIB TCAM partition

Recommended Action Copy the message exactly as it appears on the 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

```
%CFIB-7-END_CFIB_EXCEPTION: FIB TCAM exception cleared, all CEF entries will be
hardware switched
```

Explanation FIB TCAM free blocks available again.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CFIB_TUNNEL_RP-4-TUN_CEMOUDP_MAX:The supported maximum number of [dec] CEMoUDP
tunnels have been already configured
```

Explanation The platform supports configuration of a number of Circuit Emulation (CEM) over UDP tunnels. The maximum tunnel limit is indicated in the message. An attempt was made to configure tunnels over the maximum limit.

Recommended Action No action is required.

Error Message

%CFIB_TUNNEL_RP-4-TUN_L2TPV3_MAX: The supported maximum number of [dec] L2TPv3
tunnels have been already configured

> **Explanation** The platform supports configuration of the maximum number of L2TPV3 tunnels shown above. This error message is displayed when an attempt is made to configure a tunnel beyond this numerical limit.

> **Recommended Action** No action is required.

Error Message

%CFIB_TUNNEL_RP-4-TUN_RECIR_FORCED: The current configuration of hardware and
software requires MPLS tunnel recirculation to be enabled. 'mls mpls tunnel-recir'
has been added to the running configuration

> **Explanation** When the chassis contains a SIP-600 line card and VRF forwarding is configured on a tunnel interface, MPLS tunnel recirculation must be enabled to prevent the creation of corrupted packets from EARL. The **mls mpls tunnel-recir** command has been added to the running configuration automatically.

> **Recommended Action** No action is required.

CFM_CONST Messages

The following are CFM on Constellation messages.

Error Message

%CFM_CONST-3-AEB_MATCH_REG_UNAVAILABLE: The linecard in slot [dec] does not
support AEB mode.Cannot set CFM AEB mode

> **Explanation** The CFM AEB mode is not supported for the slot indicated.

> **Recommended Action** The CFM AEB mode is available only on slots that have have at least one 'prog' (as opposed to '44' or '48') match register. The match registers can be viewed with **remote command switch show platform mrm info** command.

Error Message

%CFM_CONST-3-AEB_ON_EC_UNSUPPORTED: CFM AEB mode is unsupported on etherchannels.
Cannot set CFM AEB mode

> **Explanation** The CFM AEB mode is unsupported on ether channels.

> **Recommended Action** Set the CFM AEB mode only on physical (unbundled) ports.

Error Message

```
%CFM_CONST-3-CFM_ON_SUPERVISOR_PORTS_DISABLED: CFM is enabled system wide except
it's disabled on supervisor ports due to spanning tree or GVRP configuration.
```

> **Explanation** Unable to program all port ASIC MAC match registers on supervisor ports for CFM due to hardware limitations on these ports. Continued with enabling CFM system-wide to allow coexistence with other protocols such as PVST or GVRP.

> **Recommended Action** System has handled this by disabling CFM on all supervisor ports. If this is unacceptable, configure STP mode to MST and/or disable GVRP and re-enable CFM or disable CFM completely.

Error Message

```
%CFM_CONST-3-CFM_ON_SUPERVISOR_PORTS_DISALLOWED: CFM is enabled system wide
except on supervisor ports due to spanning tree or GVRP configuration.
```

> **Explanation** Unable to program all port ASIC MAC match registers on supervisor ports for CFM due to hardware limitations on these ports. Continued with enabling CFM system-wide to allow coexistence with other protocols such as PVST or GVRP.

> **Recommended Action** Administrator action may be required. Ensure no CFM traffic is presented to any supervisor ports via configuration. If not possible, configure STP mode to MST and or disable GVRP and re-enable CFM or disable CFM completely.

Error Message

```
%CFM_CONST-3-MAC_OPERATIONALLY_ERROR: The set MAC operationally action on
interface [chars] has encountered an error.
```

> **Explanation** The set MAC operationally action failed and ended abnormally.

> **Recommended Action** No action is required.

Error Message

```
%CFM_CONST-3-MATCH_REG_GLOBAL_RESERVE_FAILED: Unable to program port ASIC MAC
match register on one or more slots. Cannot run CFM
```

> **Explanation** CFM attempted to reserve and program the port ASIC MAC match registers and there are insufficient match registers available. CFM cannot be run.

> **Recommended Action** To free MAC match registers, disable protocols that use the MAC match register. Protocols using port ASIC match registers can be viewed with **remote command switch show platform mrm info.**

Error Message

```
%CFM_CONST-3-MATCH_REG_RESERVE_FAILED: Unable to program port ASIC MAC match
register on slot [dec]. Cannot run CFM
```

Explanation CFM attempted to reserve a port ASIC MAC match register for the slot indicated and there is no register available. CFM cannot be run without support from all line cards (except supervisors).

Recommended Action Protocols that use the MAC match register must be disabled to free MAC match registers. Protocols using port ASIC match registers can be can be viewed with **remote command switch show platform mrm info**.

Error Message

```
%CFM_CONST-3-STP_MODE_CHANGE_NOT_ALLOWED: Unable to change STP mode while CFM is
enabled
```

Explanation STP modes PVST and rapid PVST are not compatible with CFM due to hardware limitations.

Recommended Action Either configure STP mode MST or disable CFM.

Error Message

```
%CFM_CONST-6-MAC_OPERATIONALLY: Interface [chars] is MAC operationally [chars].
```

Explanation The specified interface is MAC operationally up or down.

Recommended Action No action is required.

Error Message

```
%CFT_API-7-CFT_ERRMSG_CLIENT_API: [chars] [chars] [dec]
```

Explanation A Common Flow Table (CFT) client might have incorrectly accessed an API.

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/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

```
%CFT_API-4-CFT_ERRMSG_CLIENT_PRE_CREATE_PREVENTED: [chars] [chars] [dec]
```

Explanation This message indicates that a flow creation was prevented in the flow table client in compliance to an explicit policy.

Recommended Action Check whether the prevention of flow creation is the intended action.

Error Message

```
%CFT_API-4-CFT_ERRMSG_FLOW_CREATION_PREVENTED: [chars] [chars] [dec]
```

Explanation   This message indicates that a flow denied by the system. A denial of service (DoS) attack might have been detected.

Recommended Action   Modify your denial of service (DoS) policy.

Error Message

```
%CFT_API-3-CFT_ERRMSG_MAX_MEMORY: [chars] [chars] [dec]
```

Explanation   The upper limit on the number of concurrent flows permitted has been exceeded. Some flows might not received the provisioned level of service.

Recommended Action   Either lower the network load on this device or upgrade to a higher capacity platform.

Error Message

```
%CFT_API-3-CFT_ERRMSG_NO_MEMORY: [chars] [chars] [dec]
```

Explanation   The system was unable to supply the requested memory for flow processing to continue

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

Error Message

```
%CFT_API-5-CFT_ERRMSG_NON_FIRST_IP_FRAGMENT: [chars] [chars] [dec]
```

Explanation   The flow table was unable to process a TCP fragmented packet. Service for these packets may be unavailable.

Recommended Action   Enable the virtual fragment reassembly (VFR) functionality. If the fragmentation is excessive, identify the source in your network topology that is causing packet fragmentation.

Error Message

```
%CFT_API-3-CFT_ERRMSG_UNKNOWN: [chars] [chars] [dec]
```

Explanation   The error message type does not match the enumerated definitions.

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/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

`%CFT_API-5-CFT_ERRMSG_UNSUPPORTED_L3_PROTOCOL: [chars] [chars] [dec]`

>   **Explanation** An unsupported Layer 3 protocol was identified.

>   **Recommended Action** Flow-based inspection does not support this protocol.

CGC Messages

Error Message

`%CGC-0-CGC_EMERG: %s`

>   **Explanation** CGC_INTERNAL_ERROR

>   **Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CGC-1-CGC_ALERT: %s`

>   **Explanation** CGC_INTERNAL_ERROR

>   **Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CGC-2-CGC_CRIT: %s`

>   **Explanation** CGC_INTERNAL_ERROR

>   **Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CGC-3-CGC_ERR: %s

Explanation   CGC_INTERNAL_ERROR

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%CGC-4-CGC_WARNING: %s

Explanation   CGC_INTERNAL_ERROR

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%CGC-5-CGC_NOTICE: %s

Explanation   Normal but significant conditions

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

`%CGC-6-CGC_INFO: %s`

Explanation Informational messages

Recommended Action No action is required.

Error Message

`%CGC-7-CGC_ASSERT: Assertion Failure ( %s @%s:%d )  : %s`

Explanation CGC_INTERNAL_ERROR

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CGESM-5-FC_MODULE_INSERT: Fiber Channel Module Insertion Detected`

Explanation The Switch has detected an insertion of the Fiber Channel Module

Recommended Action No action is required.

Error Message

`%CGESM-5-FC_MODULE_REMOVAL: Fiber Channel Module Removal Detected`

Explanation The Switch has detected the removal of the Fiber Channel Module

Recommended Action No action is required.

Error Message

`%CGESM-5-INIT_DEFAULT_CONFIG: Auto Configuration of (%s) failed`

Explanation An unexpected error occurred during the automatic configuration of the default settings

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Report it to the customer service representative for this product in the manner reccommed by the product's documentation.

Error Message

```
%CH-1-RM_STATE: _state_ attribute still available
```

Explanation   The _state_ attribute was still available in CH db re_auth recand it should have been removed by now as part of the re_auth process.

Recommended Action   No action required

CHANNEL_BANK Messages

Error Message

```
%CHANNEL_BANK-5-UPDOWN: Channel Bank [chars] state is [chars]
```

Explanation   The channel bank status has been changed.

Recommended Action   Verify that the voice ports in the channel bank are enabled (UP).

CHARLOTTE Messages

The following are Charlotte messages. Charlotte is a dual OC-3 POS port adapter, that provides two OC-3 interfaces for the Cisco 7200, Cisco 7300, Cisco 7400, Cisco 7500, and Cisco 7600 router platforms.

Error Message

```
%CHARLOTTE-1-INITFAIL: Failed to initialize port %d.
```

Explanation   The PA-POS-2OC3 port adaptor driver failed to complete IDB initialization.

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

Error Message

```
%CHARLOTTE-1-PCIINITFAIL: PCI initialization failed.
```

Explanation   The PA-POS-2OC3 port adaptor driver 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

%CHARLOTTE-3-INVALIDPCI: Device reported %#x

Explanation The PA-POS-2OC3 port adaptor hardware initialization failed. The PCI device had invalid identifier.

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

Error Message

%CHARLOTTE-3-UNSUPPORTED: %s

Explanation The PA-POS-2OC3 port adaptor is not supported on this platform. The system log specifies the part of the system that requires an upgrade.

Recommended Action Upgrade your system to a platform that supports the PA-POS-2OC3 port adapter. Refer to the system log to determine what part of your system requires an upgrade.

Error Message

%CHAT-3-CANTRUN: %t in use, can't run startup script

Explanation When the startup script attempted to run, it found another process had Already been started on the line

Recommended Action Remove startup script from line configuration if it's inappropriate. Report to cisco.

CHE1T1 Messages

The following are Cisco 10000 T1 line card messages.

Error Message

%CHE1T1-1-INITFAIL: Slot [dec]/[dec] init failure ([chars])

Explanation ChE1T1 initialization failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CHE1T1-1-RESTARTFAIL: [chars] could not be reset by [chars]

Explanation The restart failed to reset the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CHE1T1-1-STOPFAIL: [chars] could not be disabled by [chars]

Explanation The shutdown failed to disable the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CHE1T1-2-NOVC: [chars]: packet received for unknown VC [dec]

Explanation The virtual channel encapsulation is corrupted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CHE1T1-3-ERROR: [chars]

Explanation General error 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.

CHKPT Messages

The following are Cisco 10000 Checkpoint Facility messages.

Error Message

`%CHKPT-3-CHKPT_MSG_NULL: The chkpt message has an empty data buffer`

Explanation This is a severe error as far as checkpointing is concerned. The chkpt message's data
buffer is NULL indicating that there were no memory resources to assign while getting a buffer.

Recommended Action Check whether this error goes away when the memory is increased, else Copy
the message exactly as it appears on the 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 information that you have gathered. Attach
the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show
logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CHKPT-3-ILLEGAL: ILLEGAL call to CF API by client (%d) on the %s system`

Explanation An illegal API call was made by a CF client

Recommended Action Find out the offending client using Copy the message exactly as it appears on
the 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 information that you have gathered. Attach
the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show
logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-INVALID_CALLBACK_ARG: Attempt to add a checkpointing client with an
invalid %s argument
```

Explanation Checkpointing messages are used to carry encoded information for transfer between various High-Availabilty clients. For example, to synchronize state information between redundant route processor units. An invalid argument was supplied to an internal API. The failure most likely occurred because of a software error. The message output identifies the type of error that occurred. The system state between one or more checkpointing clients might not be properly synchronized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHKPT-3-INVALID_ENTITY_MSG_ID: Invalid message event received (%d)
```

Explanation A message event that is used for internal interprocess communication was out of range. The failure most likely occurred because of a software error. The numeric code in the message output identifies the message ID that was determined to be 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/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 checkpoint entities)

Error Message

```
%CHKPT-3-IPCPORT: Unable to create IPC port on (%s)
```

Explanation A severe checkpoint error occurred because the system was unable to allocate the resources needed to create a communications port for the Interprocess Communications (IPC) channel needed to transmit messages.

Recommended Action Increase the memory. 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support

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

Error Message

```
%CHKPT-3-IPCREGISTER: Unable to register IPC port on (%s)
```

Explanation Checkpoint Facility was unable to register an IPC port. This can happen when registering a port that hasn't yet been 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/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-IPCSESSION: Unable to open an IPC session with %s
```

Explanation A severe checkpointing error occured as the system was unable to establish an interprocess communications session between the Active and the Standby peers.

Recommended Action As this failure hinders any communication from taking place between the Active and the Standby peers, reset the Standby. 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/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-ISSU_MSG_NOT_COMPATIBLE: Checkpointing message type not compatible
```

Explanation Checkpointing messages are used to carry encoded information for transfer between various High-Availabilty clients. For example, to synchronize state information between redundant route processor units. An error was detected when verifying the checkpointing message type

compatibility between checkpointing client peers. The failure most likely occurred because of a software error. The system state between one or more checkpointing clients might not be properly synchronized.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 checkpoint client)

Error Message

```
%CHKPT-3-ISSU_NEGO_FAILED: Checkpointing Facility failed to start ISSU
negotiation with the peer (%s)
```

Explanation   Checkpointing Facility was unable to start the ISSU negotiation successfully. ISSU negotiation is done during system initialization or if the Standy system is signing in with the Active system. The failure to start negotiation is a fatal error condition and most likely occured because of 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/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 tech)

Error Message

```
%CHKPT-3-ISSU_RCV_TRANSFORM_FAILED: Checkpointing receive message header
transformaton failed (%s)
```

Explanation   Checkpointing messages are used to carry encoded information for transfer between various High-Availabilty clients. For example, to synchronize state information between redundant route processor units. An error was detected performing a receive-level transformation on a checkpointing message. The failure most likely occurred because of a software error. The message output identifies the type of error that occurred. The system state between one or more checkpointing clients might not be properly synchronized.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 checkpoint client)

Error Message

```
%CHKPT-3-ISSU_XMIT_TRANSFORM_FAILED: Checkpointing transmit message header
transformaton failed (%s)
```

Explanation Checkpointing messages are used to carry encoded information for transfer between
various High-Availabilty clients. For example, to synchronize state information between redundant
route processor units. An error was detected performing a transmit-level transformation on a
checkpointing message. The failure most likely occurred because of a software error. The message
output identifies the type of error that occurred. The system state between one or more
checkpointing clients might not be properly synchronized.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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 checkpoint client)

Error Message

```
%CHKPT-3-NOMEM: Unable to allocate resources for CF on (%s).
```

Explanation This error occurs when there are no memory resources available. This is a severe error
as far as check pointing is concerned

Recommended Action Reduce other system activity to ease memory demands. Add more memory. If
enough memory is available try to see whether the problem goes away by reloading the router. If not
then Copy the message exactly as it appears on the console or in the system log. Research and
attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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 information that you have gathered. Attach
the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show
logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-NO_RESOURCES: %s
```

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

Recommended Action If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-REGISTERATION_FAILED: Failed to register with %s, rc = %d
```

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-RFREG: Unable to register checkpoint as client of RF.
```

Explanation This is a severe error as far as check pointing is concerned

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-RMI_CALLBACK: Checkpointing Facility encountered an error while
processing a callback from the Resource Manager (RMI), %s
```

Explanation   Checkpointing Facility registers with the Resource Manager (RMI) to get status notifications about resources (such as IPC) and uses them to throttle the sending to messages to the peer. The Checkpointing Facility encountered an error while processing a callback from RMI. This error most likely occured because of 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/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 tech)

Error Message

```
%CHKPT-3-RMI_FAILED: Checkpointing Facility failed to register with the Resource
Manager (RMI), %s
```

Explanation   Checkpointing Facility registers with the Resource Manager (RMI) to get status notifications about resources (such as IPC) and uses them to throttle the sending to messages to the peer. The Checkpointing Facility was unable to register itself with RMI and hence cannot throttle the sending of any messages. The system may still operate normally. This error most likely occured because of 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/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 tech)

Error Message

```
%CHKPT-3-SYSMGR_LOOKUP: Failed to get process Job ID from SysMgr
```

Explanation   Failed to get the Job ID for this (ION) process from SysMgr. The Job ID lookup is done when any ION Checkpointing Facility client first registers itself with the Checkpoint Facility. The error does not affect the Checkpointing capabilities of the system in any way. The Job ID is used by the Reset Manager for tracking process restarts.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 tech)

Error Message

```
%CHKPT-3-TIMER: %s
```

Explanation   Checkpoint Facility was unable to retrieve the correct context for a previously saved message descriptor. This is most likely a software error caused by possible memory corruption.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHKPT-3-TPPORT: Unable to create TP port on ([chars]).
```

Explanation   A severe error involving checkpointing 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-TPSESSION: Unable to open an TP session for communicating with ([chars]).
rc= [dec]
```

Explanation A severe error involving checkpointing 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-TRANSFORMFAILED: Checkpointing msg header transform failed ([dec])
```

Explanation This is a transform error as far as check pointing is concerned.

Recommended Action Copy the message exactly as it appears on the 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-3-TRANSMIT_FAILED: Checkpointing message transmission failure (%s)
```

Explanation Checkpointing messages are used to carry encoded information for transfer between various High-Availabilty clients. For example, to synchronize state information between redundant route processor units. An error was detected when transmitting a checkpointing message between checkpointing client peers. The failure most likely occurred because of a software error. The message output identifies the type of error that occurred. The system state between one or more checkpointing clients might not be properly synchronized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 checkpoint client)

Error Message

%CHKPT-3-UNKNOWNMSG: Unknown message received from peer on the standby for client (%d).

Explanation This is a severe error as far as check pointing is concerned. This will be caused when one of the peers can some checkpoint message types that the other side does not understand. This is caused due to a software error as the set of messages being exchanged by either side must be the same.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%CHKPT-4-DISABLED: Check Pointing is disabled. Client %s should not be calling any CF API

Explanation This is mainly a warning and might be due to timing issue

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-4-DUPID: Duplicate checkpoint client ID (%d).
```

Explanation A checkpoint client is using a client ID which is already assigned to an another client. This could be due to a synchronization delay which will typically resolve itself. This would happen when an already registered Checkpointing Facility client again tries to add itself.

Recommended Action Copy the message exactly as it appears on the 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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-4-GET_BUFFER: Checkpointing ISSU session ([dec]) failed to get buffer
```

Explanation Checkpointing ISSU failed to get a buffer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-4-GET_HUGE_BUF: Client %d buffer requested (size = %d) is too large
```

Explanation A checkpointing client has requested a non-optimally sized buffer. An invalid argument was supplied to an internal API. The failure most likely occurred because of a software error. The message output identifies the type of error that occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 checkpoint client)

Error Message

```
%CHKPT-4-INIT: Checkpoint %s initialization failed in RF state (%s)
```

Explanation   Checkpointing initialization has failed This is software error caused by an out of memory condition as there aren't enough resources available to set up the initialization data structures

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

Error Message

```
%CHKPT-4-INVALID: Invalid checkpoint client ID ([dec]).
```

Explanation   The checkpoint facility has detected an invalid checkpoint client ID.

Recommended Action   No action is required.

Error Message

```
%CHKPT-4-INVALID_CLIENT: Invalid checkpoint client ID (%d).
```

Explanation   The client id is invalid. This error has occured since the corresponding client is not 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/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-4-INVALID_ENTITY: Invalid checkpoint entity ID (%d).
```

Explanation   The entity id is invalid. This error has occured since the corresponding entity is not 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/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 information that you have gathered. Attach
the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show
logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%CHKPT-4-INVALID_STATE: Checkpoint State (%d) is invalid

Explanation   Checkpointing state is invalid This is a severe software error as encountering this error
indicates that the current state of the local Checkpointing Facility is neither Active nor Standby and
also not simplex

Recommended Action   Copy the message exactly as it appears on the 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 information that you have gathered. Attach
the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show
logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%CHKPT-4-MSG_SEND: Checkpointing ISSU session ([dec]) failed to send message

Explanation   Checkpointing ISSU failed to send negotiation message to 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 non-zipped, plain-text (.txt) format: the output of the **show logging** and
show tech-support commands and your pertinent troubleshooting logs.

Error Message

%CHKPT-4-NOCLIENT: CF client is NULL, (%s)

Explanation   Checkpoint Facility cannot send the message as the client 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-4-NOIPCPORT: IPC port is NULL, (%s)
```

Explanation Checkpoint Facility cannot send the message as the IPC port information is NULL. This message appears since since the communication session between the Checkpointing Facility peers has not yet been 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/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHKPT-4-NOMESSAGE: Message is NULL, (%s)
```

Explanation Checkpoint Facility cannot send the message as the message 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CHKPT-4-PAK_MGR_CONN: Failed to connect to the Packet Manager`

Explanation During Checkpoint initialization, unable to create a connection to the Packet Manager. This could result in the CF infra unable to access shared memory in the client context using a virtual address.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CHKPT-4-PAK_RECLAIM: Failed to reclaim packet from Packet Manager, client (%s)`

Explanation After the message send failed, the CF client was unable to reclaim the packet to be able to free the message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CHKPT-4-SENDFAILED: Checkpointing send failed client ([dec])`

Explanation This warning message indicates that the checkpoint facility was unable to send checkpoint information to a client.

Recommended Action No action is necessary.

CHOC12 Messages

The following are CHOC12 port adapter messages.

Error Message

%CHOC12-1-INITFAIL: Slot [dec]/[dec] init failure ([chars])

Explanation CHOC12 initialization failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CHOC12-1-UNSUPPORTED: [chars]

Explanation The CHOC12 port adapter is not supported.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%CHOC12-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int]) encountered

Explanation The CHOC12 RP driver running configuration is corrupt.

Recommended Action Enter the **show c10k, show ipc status** commands to gather data that might provide information to determine the nature of the message. If you cannot determine the nature of the message from the error message text or from the **show c10k, show ipc** status output, copy the message exactly as it appears on the 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

%CHOC12-3-ERROR: [chars]

Explanation   General error 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.

Error Message

%CHOC12-3-STATESYNC: Redundancy state synchronization failure slot [dec]/[dec] - ([chars])

Explanation   A failure occurred in trying to synchronize CHOC12 state information.

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/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

%CHOC12-4-REDINLCEVT: Redundant inactive i/f ([chars]) event: [chars], reason: [chars]

Explanation   Internal redundant LC 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/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.

CHOPIN Messages

Error Message

%CHOPIN-1-CONFIGURE: Fail to configure %d interfaces on bay %d, shutting down bay

Explanation Cannot configure some interfaces on board

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

Error Message

%CHOPIN-1-DISCOVER: only found %d interfaces on bay %d, shutting down bay

Explanation Mismatched type or CHOPIN hardware failure

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

Error Message

%CHOPIN-1-DWNLDCKSM: Failed for bay %d, sent = 0x%x, received = 0x%x

Explanation The download of the internal firmware to the CHOPIN failed to checksum correctly. This usually indicates a hardware failure

Recommended Action Perform a power cycle. If the problem persists, the CHOPIN hardware may have a problem.

Error Message

%CHOPIN-1-DWNLDFAIL: Download failed

Explanation Microcode download to CHOPIN port adapter failed.

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

Error Message

%CHOPIN-1-INITFAIL: Slot %d: %s

Explanation The PRI port adaptor failed to complete hardware initialization.

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

Error Message

%CHOPIN-1-NOTCMPLT: Microcode download failed to complete

    Explanation The CHOPIN hardware has failed. It could not download its operational microcode.

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

Error Message

%CHOPIN-1-NOTREADY: Not ready for download.

    Explanation Error on the communication path between DRIVER and CHOPIN

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

Error Message

%CHOPIN-1-OVERTEMP: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

    Explanation The environmental monitor detected a high-temperature condition.

    Recommended Action Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, copy the message exactly as it appears on the 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

%CHOPIN-1-STARTFAIL: %s channel not enabled;called from function %s

    Explanation A software or hardware error occurred. The CHOPIN serial interface is not responding to commands used to initialize it.

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

Error Message

```
%CHOPIN-1-STOPFAIL: %s channel not disabled
```

Explanation The PRI port adaptor failed to respond to a request to disable an interface.

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

Error Message

```
%CHOPIN-2-CHOPINFWCRASHEDINFO: %#08x %08x %08x %08x
```

Explanation CHOPIN firmware crash info

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

Error Message

```
%CHOPIN-2-POTBADCMD: bad CHOPIN command %d
```

Explanation CHOPIN got an unsupported command

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

Error Message

```
%CHOPIN-2-TXBADVC: [chars], vc [dec]
```

Explanation CHOPIN had a Tx Bad 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/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 along with output from the **show tech-support** and **show controllers vip** slot **tech-support** commands.

Error Message

```
%CHOPIN-3-BADADDR: chopin_little_endian_addr: Attempted conversion of invalid
address (0x%x)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHOPIN-3-BADADDR2: chopin_big_endian_addr: Attempted conversion of invalid
address (0x%x)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHOPIN-3-BADBAYDEV: get_pci_dev_num: Invalid bay (%d) or device number offset
(%D)
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHOPIN-3-BADDEVNO: pas_get_device_subunit: Invalid PCI device number: %d
```

Explanation A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHOPIN-3-BADMSG: Received unexpected mailbox message (id = %d)
```

Explanation CHOPIN mailbox received an unexpected message

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

Error Message

```
%CHOPIN-3-BADNV: Detected invalid NVRAM size: %d bytes
```

Explanation The detected size of NVRAM is not one of the supported sizes.The NVRAM may be
bad.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%CHOPIN-3-BADPA: Invalid Port Adaptor type (%d) reported for mainboard
```

Explanation The 'virtual' port adaptor type derived from the mainboard type isnot one of the
supported types. It may be that this mainboard is a newmainboard type and the software release you
are running does not supportthe new mainboard type.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%CHOPIN-3-BADPCIRD: PCI Configuration Read Cycle Failed for bus %d, Device %d,
function %d, register %d
```

Explanation A PCI Bus Configuration Read cycle failed. The mainboard needs to be replaced.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHOPIN-3-BADPCIWR: PCI Configuration Write Cycle Failed for bus %d, Device %d,
function %d, register %d
```

Explanation A PCI Bus Configuration Write cycle failed. The mainboard needs to be replaced.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHOPIN-3-CMDFAIL: %s Command Failed at %s - line %d, arg %d
```

Explanation CHOPIN command error

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

Error Message

```
%CHOPIN-3-ERROR: %s
```

Explanation CHOPIN general error

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

Error Message

```
%CHOPIN-3-FWFATAL: Bay %d: firmware needs reset due to %s
```

Explanation CHOPIN experienced firmware problems

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

Error Message

```
%CHOPIN-3-LOVEFAIL: %s: failed to send %s love letter
```

Explanation CHOPIN failed send for a love letter

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

Error Message

```
%CHOPIN-3-MBOXRECV: Bay %d: fail receiving mbox reply %d
```

Explanation CHOPIN mailbox failed receive

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

Error Message

```
%CHOPIN-3-MBOXSEND: Bay %d: fail sending mbox msg %d
```

Explanation CHOPIN mailbox failed send

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

Error Message

```
%CHOPIN-3-MBOXSENDP: Bay %d: fail sending mbox msg %d for port %d
```

Explanation CHOPIN mailbox failed send for a given port

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

Error Message

```
%CHOPIN-3-MBXREAD: %s has stale msg - mbx0:%lx, mbx1:%lx, mbx2:%lx
```

Explanation The CHOPIN has not responded to a message within a specified time.

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

Error Message

`%CHOPIN-3-NOMAC: Can't allocate MAC address for interface %u/%u`

Explanation All the available MAC addresses for the system have been allocated.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CHOPIN-3-NOTCHOPIN: Device is not FREEDM - Device reported %#x`

Explanation The CHOPIN hardware failed. A non-CHOPIN device pointed at the software for the CHOPIN serial.

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

Error Message

`%CHOPIN-3-NOTPLX: Device is not PLX 9060 - Device reported %#x`

Explanation Wrong device reported on CHOPIN

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

Error Message

`%CHOPIN-3-NVERASEFAIL: Failed to erase config due to internal error`

Explanation Password protection feature failed to erase config due to internal error

Recommended Action If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CHOPIN-3-OWNERR: serial (%d), Buffer ownership error, pak=0x%x
```

Explanation   Internal buffer ownership error on CHOPIN

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

Error Message

```
%CHOPIN-3-PANIC: Exception %d, trace %d
```

Explanation   The CHOPIN firmware detected an illegal or unexpected CPU exception or condition. This may be caused by a software error or by a hardware failure.

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

Error Message

```
%CHOPIN-3-TOOSMALL: %s - packet was less than two bytes
```

Explanation   A packet that is too small.

Explanation   An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CHOPIN_MAINBOARD_ASYNC_PQII-3-NOMEMORY: No memory for [chars] of unit [dec]
```

Explanation   The router does not have enough memory to perform the requested function.

Recommended Action   Consider adding more shared memory. 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.

CHSTM1 Messages

The following are CHSTM1 messages.

Error Message

`%CHSTM1-1-INITFAIL: Slot [dec]/[dec] init failure ([chars])`

Explanation CHSTM1 initialization failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CHSTM1-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int]) encountered`

Explanation The CHSTM1 RP driver running configuration is corrupt.

Recommended Action Enter the **show c10k, show ipc status** commands to gather data that might provide information to determine the nature of the message. If you cannot determine the nature of the message from the error message text or from the **show c10k, show ipc** status output, copy the message exactly as it appears on the 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

`%CHSTM1-3-ERROR: [chars]`

Explanation General error 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.

Error Message

```
%CHSTM1-3-INTERNALISSU: C10K CHSTM1 LC ISSU internal error, [chars] [chars] [dec]
[dec]
```

Explanation Internal C10K CHSTM1 LC ISSU 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/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

```
%CHSTM1-3-STATESYNC: Redundancy state synchronization failure slot [dec]/[dec] -
([chars])
```

Explanation A failure occurred in trying to synchronize CHSTM1 state information.

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/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.

CI Messages

The following are Cisco 7500 platform chassis interface messages.

Error Message

```
%CI-0-SHUTFANFAIL: System shutting down due to total fan tray failure
```

Explanation Chassis fan tray failure timer has expired — system shut down.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-0-SHUTFANGONE: System shutting down due to missing fan tray`

Explanation The chassis fan 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/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

`%CI-0-SHUT_LC_CRITICALTEMP: Line cards shutdown as critical temperature exceeded [chars]`

Explanation Chassis temperature has exceeded critical threshold — line card shut down.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-0-SHUT_LC_FANFAIL: Line cards are being shut on fan failure`

Explanation Chassis fan tray failure timer has expired — line card shut down.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CI-0-SHUT_LC_FANGONE: Line cards are being shut as fan tray is missing
```

Explanation   Chassis fan missing timer has expired — line card shut down.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CI-1-BLOWSHUT: Blower failure, shutdown in [dec] seconds
```

Explanation   One of the six blowers in a five-slot chassis has failed. All blowers are needed for router operation because each blower cools a separate region of the card(s) in the chassis. If a blower failure persists for 2 minutes, the router will shut itself down and will need to be power cycled.

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

```
%CI-1-CHASSISFAULTYSENSOR: Alarm: Chassis temperature sensor is faulty
```

Explanation   This error occurs when the chassis temperature sensor is faulty.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CI-1-CHASSISTEMPCRITICAL: Chassi temperature CRITICAL limit exceeded
```

Explanation   The system chassis temperature critical limit has been exceeded.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CI-1-CORETEMPCRITICAL: Core temperature CRITICAL limit exceeded

Explanation The system core temperature critical limit has been exceeded. The system will
automatically shut down in two minutes.

Recommended Action Copy the message exactly as it appears on the 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

%CI-1-CRITICALTEMP_LC_SHUT: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation The error occurs when line cards are shut down duecore temperature exceeding the
critical threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

%CI-1-CRITICAL_TEMP: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation This message signifies a temperature alert. The inlet temperature is greater than or equal
to 80 degrees C or the outlet temperature is greater than or equal to 90 degrees C.

Recommended Action Copy the message exactly as it appears on the 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 information you have gathered. Attach the
following information to your case in nonzipped, plain-text (.txt) format: the output of the **show
logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%CI-1-FAN_FAILURE_LC_SHUT: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation   The error occurs when line cards are shut down dueto total fan failure or a missing fan tray.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

%CI-1-FAN_MISSING: Alarm: [chars], [chars], [chars], [chars], [chars]

Explanation   The system is unable to detect the presence of a fan tray.

Recommended Action   Check the fan tray module. Remove and reinsert the fan tray. Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%CI-1-INLETTEMPCRITICAL: Inlet temperature CRITICAL limit exceeded

Explanation   Air intake temperature critical limit has been exceeded. The system will automatically shut down in two minutes.

Recommended Action   Copy the message exactly as it appears on the 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

`%CI-1-NOFAN: Fan tray empty`

> **Explanation**   The chassis fan tray 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/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

`%CI-1-OUTLETTEMPCRITICAL: Outlet temperature CRITICAL limit exceeded`

> **Explanation**   Air intake temperature critical limit has been exceeded. The system will automatically shut down in two minutes.

> **Recommended Action**   Copy the message exactly as it appears on the 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

`%CI-1-TOTALFANFAIL: Total fan tray failure`

> **Explanation**   Chassis fan tray has totally 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/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

`%CI-1-TOTAL_BLOWER_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]`

Explanation   Two or more of the fans in the chassis fan tray have failed.

Recommended Action   Check the fan tray module. 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CI-2-ENVCRIT: [chars] measured at [chars]`

Explanation   One of the measured environmental test points has exceeded an extreme threshold.

Recommended Action   Correct the specified condition or the router may shut itself down or fail to operate properly.

Error Message

`%CI-2-INT: Unexpected interrupt - status [hex]`

Explanation   An unexpected interrupt has occurred. This is a serious software error, which will be followed by a core dump.

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

`%CI-3-ASPMEM: C6400 equipped with [chars] requires at least [dec] MB of RAM Only [dec] MB of RAM installed`

Explanation   The type of feature card installed requires more RAM than is currently installed in the system.

Recommended Action   Install the required amount of RAM.

Error Message

```
%CI-3-ASPREVC5500: ***WARNING*** Cannot determine Power Supply type/detect Power
Supply fan alarm
```

Explanation This warning message appears during C5x00 startup. The revision of the ASP installed in the router is unable to provide information about the power supply type and fan status.

Recommended Action If this condition is a cause for concern, copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%CI-3-BLOWER: [chars] fan failure
```

Explanation One of the router's cooling fans has failed.

Recommended Action Replace the fan as soon as possible because the router might shut down or fail to operate properly.

Error Message

```
%CI-3-CHASSISTEMPLOW: Chassis temperature too low
```

Explanation The system chassis temperature is below -15 degrees C.

Recommended Action Copy the message exactly as it appears on the 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

```
%CI-3-CHASSISTEMPMAJOR: Chassis temperature major limit exceeded
```

Explanation The system chassis temperature major limit has been exceeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-3-CHASSISTEMPMINOR: Chassis temperature minor limit exceeded`

Explanation   The system chassis temperature minor limit has been exceeded.

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

`%CI-3-CORETEMPMAJOR: Core temperature major limit exceeded`

Explanation   The system core temperature major limit has been exceeded.

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

`%CI-3-CORETEMPMINOR: Core temperature minor limit exceeded`

Explanation   The system core temperature minor limit has been exceeded.

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/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

```
%CI-3-CTRLRTYPE: Wrong controller type [hex]
```

Explanation The CI was manufactured incorrectly.

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

```
%CI-3-FCTYPE: Unrecognized Feature Card
```

Explanation The feature card is not recognized by the 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/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

```
%CI-3-INLETTEMPMAJOR: Inlet temperature major limit exceeded
```

Explanation Air intake temperature major limit has been exceeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CI-3-INLETTEMPMINOR: Inlet temperature minor limit exceeded
```

Explanation Air intake temperature minor limit has been exceeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-3-MAJOR_TEMP: Alarm: [chars], [chars], [chars], [chars], [chars]`

Explanation   The inlet temperature is greater than or equal to 75 degrees C, or the outlet temperature is greater than or equal to 85 degrees C.

Recommended Action   Reduce the chassis temperature by checking for the following: blocked air intake, fan tray failure, abnormal ambient environmental conditions, temperature sensor failures, and system hardware failures. One or more of these conditions might exist. If you cannot determine the nature of the problem, copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CI-3-MAJOR_TEMP_LOW: Alarm: [chars], [chars], [chars], [chars], [chars]`

Explanation   The chassis inlet or outlet temperature is lower than -15 degrees C.

Recommended Action   Increase the ambient environmental temperature to greater than -15 degrees C.

Error Message

`%CI-3-MIB_ALM_SUBMIT: MIB alarm: [chars], [chars], [chars], [chars], [chars]`

Explanation   Submit An alarm — Let MIB prints out the message.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-3-MINOR_TEMP: Alarm: [chars], [chars], [chars], [chars], [chars]`

Explanation   The inlet temperature is greater than or equal to 65 degrees C, or the outlet temperature is greater than or equal to 75 degrees C.

Recommended Action   Reduce the chassis temperature by checking for the following: blocked air intake, fan tray failure, abnormal ambient environmental conditions, temperature sensor failures, and system hardware failures. One or more of these conditions might exist.

Error Message

`%CI-3-NOACK: Access to [chars] temperature sensor failed`

Explanation Accesses to chassis temperature sensor 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/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

`%CI-3-NOFORK: Couldn't start environment polling daemon`

Explanation The environment monitoring daemon process could not be started during 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/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

`%CI-3-OUTLETTEMPMAJOR: Outlet temperature major limit exceeded`

Explanation Air intake temperature major limit has been exceeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-3-OUTLETTEMPMINOR: Outlet temperature minor limit exceeded`

Explanation Air outlet temperature minor limit has been exceeded.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CI-3-PARTFANFAIL: Single fan failure
```

Explanation   Chassis fan tray is not fully functioning.

Recommended Action   Copy the message exactly as it appears on the 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

```
%CI-3-PARTIAL_FAN_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]
```

Explanation   One of the fans in the chassis fan tray has failed.

Recommended Action   Check the fan tray module. If you cannot determine the nature of the problem,
copy the message exactly as it appears on the 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 information you have gathered. Attach the
following information to your case in nonzipped, plain-text (.txt) format: the output of the **show
logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CI-3-PSFAIL: Power entry module [int] failure
```

Explanation   The power entry module 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

`%CI-3-PSFANFAIL: Power supply fan [int] failure`

Explanation One of the router's power supply fans has failed.

Recommended Action Repair the fan or replace the power supply as soon as possible. If the failure condition persists, the loss of cooling will cause the power supply to fail.

Error Message

`%CI-3-PSTYPE: ***WARNING*** Incompatible power supply types - One is AC, other is DC.`

Explanation The system detects an AC and a DC power supply within the same chassis. Mixing AC and DC power supplies is not supported.

Recommended Action Change one of the power supplies so that they are both of the same type.

Error Message

`%CI-3-PS_FAIL: Power supply module [dec] failure`

Explanation Specified power supply module has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-3-PWRA_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]`

Explanation Either power source A has failed or the hardware that monitors it has malfunctioned.

Recommended Action Replace, reconnect, or reinstall power source A. 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CI-3-PWRB_FAIL: Alarm: [chars], [chars], [chars], [chars], [chars]`

Explanation Either power source B has failed or the hardware that monitors it has malfunctioned.

Recommended Action Replace, reconnect, or reinstall power source B. 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/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

`%CI-3-SHUTDOWN: System shutting down due to over-temperature condition`

Explanation Chassis over-temperature timer has expired — system shut down.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-3-SLOTCOMP: Inconsistent [chars] slot [hex]`

Explanation The CI software has detected a possible inconsistency in the CI hardware.

Recommended Action Confirm that the CI card is correctly and fully installed in the backplane. 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

`%CI-3-TEMP: Overtemperature warning`

Explanation The temperature sensor indicates a high-temperature condition.

Recommended Action Make sure that the room temperature is not too high and that air flow to the chassis is not blocked. If this condition persists, the system shuts down to avoid damage. If you are unable to resolve the problem on your own, copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%CI-3-VOLTAGE: Voltage out of range
```

Explanation   The voltage has reached a critical level and is now out of acceptable range.

Recommended Action   Verify the failure and call your technical support representative for repair or replacement.

Error Message

```
%CI-4-COND: Restarting with [int] recent soft power shutdowns (or system just
powered-on)
```

Explanation   The router is restarting after a soft shutdown because of an over temperature condition. The router has determined that the temperature rose above the board shutdown trip point, and a soft shutdown has occurred. The power supplies, fans, and CI continue to run.

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

```
%CI-4-ENVWARN: [chars] measured at [chars]
```

Explanation   A voltage or temperature measurement is out of range. This error is normally caused by a hardware problem, specifically the power supply or the fan; however, this error could also be caused by a software failure.

Recommended Action   If a redundant power supply is present in the system, test each redundant power supply one by one and see if this message is coming from one of them. Also verify the status of your electrical power source. If these steps do not help, try to reseat the chassis interface. If the problem persists, replace the affected equipment (the power supply or the fan).

Error Message

```
%CI-4-MAXOUTPUT: Power supply [int] [dec]V is at or near rated output
```

Explanation   The power supply is delivering its maximum rated current. This condition is not a problem unless the current continues to increase beyond the rated limit of the power supply, which can cause hardware damage.

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

```
%CI-4-MULTIPLE_FAN_FAILURE: [chars] [dec] [chars][chars]
```

Explanation   When two or more of the fans in the chassis fan tray have failed or the fan try is missing, the line cards will be powered downafter the user configured timer interval. This warning message is generated one minute after the fans have failed or the fan tray is detected to be missing.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CI-4-NOTFOUND: Chassis Interface not found
```

Explanation   The system software could not detect the presence of a CI card.

Recommended Action   Verify that the CI card is correctly and fully installed in the backplane. 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

```
%CI-4-SYSLOAD: System [dec]V load exceeds single power supply [int] capacity
```

Explanation   The electrical current usage of the system exceeds the capacity of a single power supply. During this condition, power supplies must not be removed from the system.

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

```
%CI-4-UNBALANCE: Unbalanced [dec]V output from dual power supplies
```

Explanation The difference in electrical current output between the two power supplies is out of tolerance for the system design. One of the power supplies might be failing or is about to fail.

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. CIOS Messages

Recommended Action The following are CMCC channel adapter Cisco IOS wrapper messages.

Error Message

```
%CI-5-ASPREV: ***WARNING*** Hot swapping the ASP will cause hardware damage.
```

Explanation This warning message appears during a Cisco LS1010 or Cisco C5x00 startup. The ASP is not hot-swappable on the Cisco LS1010 even though it is hot-swappable on the C5x00 platforms. Removing an ASP from a Cisco LS1010 while the system is operating causes the system to shut down and might cause hardware damage to the ASP. If this warning appears on a C5x00 platform, it indicates that the ASP is not hot-swappable.

Recommended Action Heed the warning. Do not remove a non-hot-swappable ASP while the power is on.

Error Message

```
%CI-6-BLOWEROK: Fan tray module OK
```

Explanation Chassis fan tray is operating normally.

Recommended Action No action is required.

Error Message

```
%CI-6-BPLANE: CI type [int] differs from NVRAM type [int]
```

Explanation The chassis type as reported by the CI is different from the chassis type programmed into NVRAM.

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

```
%CI-6-CHASSISTEMPOK: Core temperature normal
```

Explanation The temperature of the system core is normal.

Recommended Action No action is required.

Error Message

`%CI-6-CHASSIS_SHUTDOWN: Chassis shutdown. Card/subcard not powered up`

Explanation Chassis is shutdown. Line cards will not be powered up.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CI-6-CORETEMPOK: Core temperature normal`

Explanation Temperature of the system core is normal.

Recommended Action No action is required.

Error Message

`%CI-6-ENVNORMAL: [chars] measured at [chars]`

Explanation One of the measured environmental test points has returned to normal.

Recommended Action If the situation does not correspond with a normal operation of the system's environmental test points, collect the outputs for the commands **show hardware**, **show env all**, **show env table**, and **show env las**t, and call your technical support representative for assistance.

Error Message

`%CI-6-FANFAIL_SHUTDOWN: [chars] [chars]`

Explanation Two or more of the fans in the chassis fan tray have failed. The line cards will be powered down after two minutes.

Recommended Action Copy the message exactly as it appears on the 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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%CI-6-FANOK: Fan tray module OK
```

Explanation Chassis fan tray is operating normally.

Recommended Action No action is required.

Error Message

```
%CI-6-INLETTEMPOK: Inlet temperature normal
```

Explanation Temperature of the chassis air intake is normal.

Recommended Action No action is required.

Error Message

```
%CI-6-LINECARD_SHUTDOWN: [chars]
```

Explanation When two or more of the fans in the chassis fan tray have failedor the fan tray is missing, the line cards will be powered downafter a user configured timer interval. This message is generated before shutting down line cards.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CI-6-OUTLETTEMPOK: Outlet temperature normal
```

Explanation Temperature of the chassis outlet air is normal.

Recommended Action No action is required.

Error Message

```
%CI-6-PSCHANGE: Power supply [int] changed from [chars] to [chars]
```

Explanation The CI reports that a power supply was either installed, removed, or changed.

Recommended Action If the explanation does not correspond to a physical change in the system's power supplies, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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 information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

```
%CI-6-PSFANOK: Power supply fan [int] OK
```

Explanation The specified power supply fan has changed status to an acceptable condition. This informational message is displayed after the replacement of a bad power supply or anytime the software determines that a failure condition has been corrected.

Recommended Action No action is required.

Error Message

```
%CI-6-PSNORMAL: Power supply [int] normal
```

Explanation One of the router's failed power supplies is working normal now.

Recommended Action If the situation does not correspond with a normal operation of the system's power supplies, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

```
%CI-6-PSOK: Power entry module [int] OK
```

Explanation Power entry module is operating normally.

Recommended Action No action is required.

Error Message

```
%CI-6-PS_MISSING: Power supply module [dec] missing
```

Explanation Power supply module is not present in the system.

Recommended Action No action is required.

Error Message

```
%CI-6-PS_OK: Power supply module [dec] OK
```

Explanation Specified power supply module is operating normally.

Recommended Action No action is required.

Error Message

```
%CI-6-PS_PRESENT: Power supply module [dec] present
```

Explanation Power supply module is present in the system.

Recommended Action No action is required.

Error Message

```
%CI-6-TEMPOK: Temperature OK
```

Explanation The temperature sensor indicates that the chassis air temperature has returned to acceptable levels.

Recommended Action No action is required.

Error Message

```
%CI-6-VOLTAGEOK: Voltage OK
```

Explanation The voltage level has changed status to an acceptable condition.

Recommended Action No action is required.

Error Message

```
%CIOS-2-BUGINF: Message too big([int])
```

Explanation An internal software error occurred while debug messages were being generated by the channel adapter.

Recommended Action 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. Turn off IPC debugging on the channel adapter until this condition can be fixed.

Error Message

```
%CIOS-3-BADPAK: pak=[hex], size=[dec]
```

Explanation An internal software error occurred while messages were being generated by the channel adapter. This message indicates that a buffer has been corrupted.

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

```
%CIOS-3-BADREFCNT: pak=[hex], size=[dec]
```

Explanation An internal software error occurred while messages were being generated by the channel adapter. This message indicates that a buffer has been freed twice.

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

```
%CIOS-3-CHUNKFREE: [chars] - chunk=[hex] name=[chars] ([hex])
```

Explanation An internal software error occurred while messages were being generated by the channel adapter.

Recommended Action 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. Turn off IPC debugging on the channel adapter until this condition can be fixed.

Error Message

```
%CIOS-3-CONSISTENCY: [chars] - [chars]([hex])
```

Explanation An internal software error occurred while debug messages were being generated by the channel adapter.

Recommended Action 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. Turn off IPC debugging on the channel adapter until this condition can be fixed.

Error Message

%CIOS-3-MGD_TMR: mgd_timer[chars] not set

> **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, call your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CIOS-3-NOMEM: Not enough memory to allocate [chars]

> **Explanation** The channel adapter is not equipped with enough memory to accommodate all the configured channel adapter features. The channel adapter may be rendered inoperable, or certain features may not work properly.

> **Recommended Action** Upgrade the channel adapter with more memory.

Error Message

%CIOS-3-PROC: process [chars]([int])

> **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, call your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CIOS-3-TIMERNEG: Cannot start timer ([hex]) with negative offset ([int]).

> **Explanation** An attempt was made to start the timer with a negative offset. The timer cannot be started with a negative offest.

> **Recommended Action** 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

%CIOS-3-WI: [chars] - process [chars]([int])

> **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, call your Cisco technical support representative, and provide the representative with the gathered information.

CIPDUMP Messages

The following are Channel Interface Processor (CIP) core dump messages.

Error Message

```
%CIPDUMP-3-CIP_CORE_DUMP_ERROR: CIP core dump error, slot [dec]: [chars]
```

Explanation   An error has occurred during a CIP core dump.

Recommended Action   No action is required.

Error Message

```
%CIPDUMP-6-CIP_CORE_DUMP_PROGRESS: Dump of slot [dec] core [chars].
```

Explanation   This message contains progress updates for the CIP core dump.

Recommended Action   No action is required.

CIRRUS Messages

The following are CD2430 asynchronous controller messages.

Error Message

```
%CIRRUS-1-NOMEMORY: Unit [dec], no memory for [chars]
```

Explanation   An 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

```
%CIRRUS-3-BADHDXFSM: Interface serial [dec], Unexpected HDX state [dec], event
[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. Issue the show tech-support command to gather data that might 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 tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CIRRUS-3-BADMODE: Interface serial [dec], Bad mode encountered in init

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. Issue the show tech-support command to gather data that might 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 tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CIRRUS-3-BADRXISR: Interface serial [dec], Unexpected situation in receive ISR

Explanation An internal software error occurred while the asynchronous controller was receiving data.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might 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 tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CIRRUS-3-BADTXISR: Interface serial [dec], Unexpected situation in transmit ISR

Explanation An internal software error has occurred while the asynchronous controller was transmitting data.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might 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 tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CIRRUS-3-HWNORESPONSE: The CD2430 Controller is not responding, power cycle the router

Explanation The CD2430 controller has failed to respond to the user request. This condition is due to unsupported clocking or the use of a nonstandard cable.

Recommended Action Check the clocking and cable. Use Cisco cables only. 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

```
%CIRRUS-3-RESETERR: CD2430 serial controller [dec], Reset timeout error
```

Explanation The asynchronous controller has failed to respond to a reset command, which can indicate a hardware failure.

Recommended Action Reset the interface or controller. Cycle the power if necessary. 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

```
%CIRRUS-3-SETCHAN: Serial[dec]: setchan called in CD2430 interrupt context
```

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. Issue the show tech-support command to gather data that might 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 tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%CIRRUS-4-DOWNREV_NM: Network Module card in slot [dec] is incompatible with the
system.
```

Explanation The network module in this slot is an old revision, which is not compatible with this system.

Recommended Action Upgrade the network module. Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might 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 tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%CIRRUS-5-LINEFLAP: Unit [dec] excessive modem control changes
```

Explanation The specified asynchronous interface was determined to have too many automatic control changes in too short a span of time. This error can indicate a hardware or software error in the interface.

Recommended Action Reset the interface. 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

`%CIRRUS_PM-2-NOBUFPOOL_ASYNC: Unable to create buffer pool for async mode interface`

Explanation   There is not enough memory for a per-channel control block of the CD2430 asynchronous driver.

Recommended Action   Make sure there is sufficient memory available in the router. 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

`%CIRRUS_PM-3-BADLOOPCABLE: Loopback not supported for DTE/X.21 port [dec] in slot [dec]`

Explanation   The DTE/X.21 cable does not support loopback testing.

Recommended Action   Use proper cable for loopback testing.

Error Message

`%CIRRUS_PM-3-DISCOVER: CIRRUS PM at slot [dec]: PCI discovery failed`

Explanation   The software has failed to initialize the network module.

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

`%CIRRUS_PM-3-NOTCD2430: Device reported [hex]`

Explanation   The network module hardware has reported that a non-low-speed port module has been detected.

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

`%CIRRUS_PM-3-UNKNOWNPLATFORM: Unknown Platform type to support CD2430 interfaces`

Explanation   The network module is incompatible with the current platform into which it is plugged.

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

```
%CISCO800-1-NOWICOUNTRYCODE: Router cookie corrupted.
```

Explanation Cookie in boot flash is corrupted, defaulting to Radio code for US. Radio interfaces may not function as 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/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

```
%CISCO800-1-WRONGWHIP_TYPE: Cellular wrong control and mgmt msg header for DMA
channel [dec] and message id [hex]
```

Explanation The user has used an incorrect Windows-based Host Interface Program (WHIP) header type for the specified 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/cisco/web/support/index.html. With some messages, these tools and utilities will supply information. Search for the resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create//, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%CISCO800-2-CELLULAR_INTERFACE_NOT_SHUTDOWN: WARNING  : [chars] interface should
be shutdown before removing modem. Reload Required to reset interface
```

Explanation Cellular interface should be shutdown before removing modem.

Explanation No action is required.

Error Message

```
%CISCO800-2-MODEM_FAIL_TO_UP: [chars] modem does not come up. No proper response.
Replace it with Cisco supported modem and reload the router.
```

Explanation This message indicates that either there is no response from the modem, or the response received is invalid.

Recommended Action Replace the modem and reload the router.

Error Message

`%CISCO800-2-MODEM_INSERTED_DETECTED: [chars] modem is now INSERTED`

Explanation The cellular modem is now inserted.

Recommended Action No action is required.

Error Message

`%CISCO800-2-MODEM_NOT_RECOGNIZED: [chars] modem not RECOGNIZED. Carrier id not available or invalid! Replace it with Cisco supported modem and reload the router.`

Explanation Modem not recognized. Carrier id not available!

Recommended Action No action is required.

Error Message

`%CISCO800-2-MODEM_REMOVAL_DETECTED: [chars] modem is now REMOVED`

Explanation The cellular modem is now removed.

Recommended Action No action is required.

Error Message

`%CISCO800-2-MODEM_TYPE_MISMATCH: [chars] modem type MISMATCH. Configuration change and reload is required due to the modem type mismatch`

Explanation Modem type mismatch. Reload Required to reset interface.

Recommended Action No action is required.

Error Message

`%CISCO800-3-BADPA: Invalid Port Adaptor type ([dec]) reported for mainboard`

Explanation The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a new mainboard type and the software release you are running does not support the new mainboard type.

Recommended Action Copy the message exactly as it appears on the 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

`%CISCO800-3-BAD_EEPROM_VERSION: The eeprom version field has an invalid entry ([char])`

Explanation   The Cookie has an invalid version number and could possibly be corrupt.

Recommended Action   Copy the message exactly as it appears on the 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

`%CISCO800-3-NOMAC: Can't allocate MAC address for interface [int]`

Explanation   MAC address is missing in the cookie.

Recommended Action   Copy the message exactly as it appears on the 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

`%CISCO800-3-NVERASEFAIL: Failed to erase config due to internal error`

Explanation   Password protection feature failed to erase config due to internal error.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/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

`%CISCO800-6-SIM_ACTIVATION:SIM in slot [dec] is being activated. Please wait for modem to come UP.`

Explanation The Subscriber Identity Module (SIM) is being activated.

Recommended Action Wait for the modem to become active. Do not execute the cellular related commands until the MODEM_UP notification is displayed.

Error Message

`%CISCO800-6-SIM_STATUS:SIM in slot [dec] is [chars]`

Explanation The Subscriber Identity Module (SIM) in the indicated slot is either present or absent.

Recommended Action No action is required.

Error Message

`%CISCO800-3-SPIACQUIREFAIL: Failed to acquire SPI due to internal error, spi_running [dec] spi_locked [dec]`

Explanation Failed to acquire the SPI in PQII Pro due to inconsistent internal 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/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

`%CISCO800-3-SPIRELEASEFAIL: Failed to release SPI due to internal error, spi_running [dec] spi_locked [dec]`

Explanation Failed to acquire the SPI in PQII Pro due to inconsistent internal 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/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

`%CISCO800-3-SPURIOUSINT: Spurious Interrupt received for Slot [dec]`

Explanation   An interrupt was received for a VWIC from an onboard slot but the interrupt handler was never installed.

Recommended Action   Copy the message exactly as it appears on the 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

`%CISCO800-3-UNKNOWNVECT: Interrupt [chars] for Unknown Vector [dec]`

Explanation   An interrupt was received or registered for a VWIC from an onboard slot but the interrupt vector is unknown.

Recommended Action   Copy the message exactly as it appears on the 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

`%CISCO800-3-UNSUPWICOUNTRYCODE: The wireless country code ([int]) is not supported.`

Explanation   C880 does not support this country code. Radio interfaces will not 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/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.

CISCO_STUN Messages

The following are STUN messages.

Error Message

```
%CISCO_STUN-3-QUEUE_ERROR: Unable to enqueue event [chars] ([dec]) to a process
watched queue. Current size: [dec], max size: [dec]
```

Explanation An internal or external event was dropped because it could not be added to the queue, probably because the queue is full. The result may be minor (retransmission of a STUN message) or major (dropped call), depending on the event which was lost. This error may indicate that the call rate is exceeding the capacity of the gateway. If this is the case, the CPU utilization will be excessively high (above 75%).

Recommended Action Copy the message exactly as it appears on the 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.