

# CLAW Messages

## Error Message

%CLAW-0-BADAPPL: [dec]/[hex][hex][hex]/[hex]: Host Appl. names '[chars]' - '[chars]' do not match.

**Explanation** An attempt was made to establish a connection, but the application names specified on the host do not match any of the application names specified in the router configuration.

**Recommended Action** Correct the host and router configuration.

## Error Message

%CLAW-0-BADAPPL2: Configured names: '[chars]' - '[chars]'

**Explanation** An attempt was made to establish a connection, but the application names specified on the host do not match any of the application names specified in the router configuration.

**Recommended Action** Correct the host and router configuration.

## Error Message

%CLAW-0-BADHNAME: Host system names do not match. Host is '[chars]'. Control Unit is '[chars]'.

**Explanation** During the system validation processing, the host name configured in the router did not match the host name configured on the host.

**Recommended Action** Correct the host and router configurations.

## Error Message

%CLAW-0-BADRSIZE: Host read frame size of [dec] is less than Control Unit size of [dec].

**Explanation** The host is configured to receive frames that are smaller than those that the CMCC is designed to send.

**Recommended Action** The CMCC has notified the host of the problem. Reconfigure the frame size on the host to be 4096 or larger.

**Error Message**

%CLAW-0-BADVERSION: Host CLAW version [dec] does not equal control unit version [dec].

**Explanation** The version specified in a message from the host is not the same as the version specified in the CMCC.

**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**

%CLAW-0-BADWNAME: Workstation system names do not match. Host is '[chars]'. Control Unit is '[chars]'.

**Explanation** During the system validation processing, the work station name configured in the router did not match the work station name configured on the host.

**Recommended Action** Correct the host and router configuration.

**Error Message**

%CLAW-0-BADWSIZE: Host write frame size of [dec] is greater than Control Unit size of [dec].

**Explanation** The host is configured to write more data in a single frame to the CMCC than the CMCC is designed to receive.

**Recommended Action** The CMCC has notified the host of the problem. Reconfigure the frame size on the host to be 4096 or smaller.

**Error Message**

%CLAW-0-DELFAILED: Tree deletion failed but entry was found, key=[hex].

**Explanation** When running with IP host backup enabled, the application that owns the IP address is stored in a tree. When the application that owns the IP address is done with the IP address, the owner removes itself from the tree. Before the owner removes itself, a check is made to see if it exists. The owner did exist, but the delete request failed.

**Recommended Action** This is a fatal internal logic error. The CIP microcode has been reinitialized. If this error persists, stop using the IP Host Backup feature until the problem can be corrected.

**Error Message**

%CLAW-0-DUPMISSING: Tree insertion failed but duplicate entry not found, key=[hex].

**Explanation** When running with IP Host Backup enabled, the application that owns the IP address is stored in a tree. When an attempt is made to claim the IP address, the application is inserted into the tree. If the insert fails, the tree is searched to find the owner of the application so that an appropriate error message can be issued. If the search fails, this message is issued to indicate that the tree is corrupted.

**Recommended Action** This is a fatal internal logic error. The CIP microcode has been reinitialized. If this error persists, stop using the IP Host Backup feature until the problem can be corrected.

**Error Message**

%CLAW-0-NOLINKID: Unable to allocate link id.

**Explanation** An attempt was made to allocate a link ID to assign to a connection request, but all link IDs were in use. This error should not occur.

**Recommended Action** The CMCC has recovered by generating a bad return code to the requester. Report this error to your Cisco technical support representative.

**Error Message**

%CLAW-0-SYSMGT\_ERROR1: CLAW detected error in sysmgt call: invalid type [dec]

**Explanation** An invalid parameter was received in a system management call.

**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**

%CLAW-3-DELNOTHERE: Tree deletion requested but entry does not exist, requestor=[hex]01x[hex] [hex].

**Explanation** When running with IP host backup enabled, the application that owns the IP address is stored in a tree. When the application that owns the IP address is done with the IP address, the owner removes itself from the tree. Before the owner removes itself, a check is made to see if it exists. The owner did exist, but the delete request failed.

**Recommended Action** This is an internal logic error. It may prevent IP Host Backup from working properly. If this error persists, stop using the IP Host Backup feature until the problem can be corrected.

**Error Message**

%CLAW-3-DELNOTME: Tree deletion requested but entry not owned, requestor=[hex]01x[hex] [hex], owner=[hex][hex][hex] [hex].

**Explanation** When running with IP host backup enabled, the application that owns the IP address is stored in a tree. When the application that owns the IP address is done with the IP address, the owner removes itself from the tree. Before the owner removes itself, a check is made to see if it exists. The owner did exist, but the delete request failed.

**Recommended Action** This is an internal logic error. It may prevent IP Host Backup from working properly. If this error persists, stop using the IP Host Backup feature until the problem can be corrected.

**Error Message**

%CLAW-3-IPINUSE: Device [hex][hex][hex] [hex] requested IP address [dec].[dec].[dec].[dec] already in use by device [hex][hex][hex] [hex].

**Explanation** When running in IP Host Backup mode, the first device listed attempted to establish a CLAW connection to use the specified IP address. The IP address is already in use by the second device.

**Recommended Action** If the second CLAW device is the desired owner of the IP address, then stop the first CLAW device and restart the second CLAW device. If not, stop the second CLAW device.

**Error Message**

%CLAW-3-NOMEM: Not enough memory for host write.

**Explanation** Not enough free memory is available for the CLAW task to replenish the channel buffers after getting a write buffer.

**Recommended Action** Install more memory for the CMCC or configure fewer devices.

**Error Message**

%CLAW-3-NOSYSVAL: Device [hex][hex][hex] [hex] connection request '[chars]' '[chars]' without system validate

**Explanation** The CLAW connection request sequence was attempted without successful completion of a system validation sequence. This is a CLAW protocol error.

**Recommended Action** Restart the host application and the CMCC application. If this problem persists, contact your Cisco technical support representative.

**Error Message**

%CLAW-6-BADCHAIN: Too many buffers in an IP Datagram write chain.

**Explanation** All the data sent in an IP datagram should fit into one transfer list element. The specified message required more than one.

**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**

%CLAW-6-BADSVR: System Validate Response had a return code of [dec].

**Explanation** The host has generated a bad return code in the response to the &quot;system validate&quot; request sent by the CMCC.

**Recommended Action** Check the return code and correct the configuration as appropriate.

**Error Message**

%CLAW-6-COMMAND: Unrecognized CLAW command code [dec]. xfer\_element = [hex]

**Explanation** The host has sent a CLAW command that has an invalid CLAW command code.

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

**Error Message**

%CLAW-6-INVALIDLINK: Invalid CLAW link [dec] specified for option [dec]

**Explanation** The host has sent a CLAW option request command for an invalid link.

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

**Error Message**

%CLAW-6-LINKEXISTS: An attempt was made to redefine application [chars] [chars], application already defined.

**Explanation** The host has sent a CLAW option request to define an application that already exists.

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

**Error Message**

%CLAW-6-LONGREC: Attempt to transmit too large a record.

**Explanation** The amount of data being read by the channel has exceeded the size of the CCW that was read.

**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**

%CLAW-6-NOCONN: Channel wrote data on link [dec] without a valid connection.  
Path=[hex] [hex] [hex] device=[hex]

**Explanation** A packet was received from the host, but the logical link specified with the data does not represent a valid connection.

**Recommended Action** The packet was dropped. Report this error to your Cisco technical support representative.

**Error Message**

%CLAW-6-NOTPRESENT: Link [dec] being freed was not present.

**Explanation** The host software attempted to disconnect a link that had not been established.

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

**Error Message**

%CLAW-6-NOTXBUF: Unable to allocate txbuf.

**Explanation** No available transmit buffers exist, but the CLAW connection has not reached its transmit buffer limit.

**Recommended Action** The packet has been dropped. Report this error to your Cisco technical support representative.

**Error Message**

%CLAW-6-OPTION: Unrecognized CLAW option request code [dec]

**Explanation** The host has sent an unknown CLAW option request command.

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

**Error Message**

%CLAW-6-RANGE: Link [dec] being freed is out of range.

**Explanation** The link ID in a disconnect message is not within the valid range for all CLAW links.

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

**Error Message**

%CLAW-6-SCBTYPE: Unrecognized SCB type code [dec]

**Explanation** Each SCB pointing to data for the host is classified as a particular type before being queued to the host. After sending a block of data, the CLAW application detected an invalid type defining the data. This is an internal logic error.

**Recommended Action** The CMCC has recovered by ignoring the transfer. 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**

%CLAW-6-TOOBIG: [dec] byte IP datagram exceeds CLAW MTU for device  
[dec] / [hex] [hex] [hex] / [hex]

**Explanation** The router has sent an IP datagram to the CMCC that is larger than the MTU for the CMCC. The MTU for the CLAW connection is set on the DEVICE statement for the CLAW device in the host TCPIP configuration file (PROFILE.TCPIP). The IP datagram has been dropped.

**Recommended Action** Check the configured IP MTU on the CMCC, and check the host configuration file. If the configurations are correct, report this problem to your Cisco technical support representative.

**Error Message**

%CLAW-6-TOOSMALL: [dec] byte IP datagram is too small, device  
[dec] / [hex] [hex] [hex] / [hex]

**Explanation** The router has sent an IP datagram to the CIP that is smaller than an IP header. The packet has been dropped.

**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**

%CLAW-6-TYPE: Unrecognized type code [dec] in CLAW. xfer\_element = [hex]

**Explanation** The request type in a transfer element is not a valid value. This is an internal logic error.

**Recommended Action** The CMCC has recovered by ignoring the transfer. 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**

%CLAW-6-UNEXPECTED: Unexpected type code [dec] in CLAW. xfer\_element = [hex]

**Explanation** The request type in a transfer element is valid but is not expected to occur at this time. This is an internal logic error.

**Recommended Action** The CMCC has recovered by ignoring the transfer element. 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**

%CLAW-6-VIRTCLAW: CLAW device may not be created on a virtual port adapter.

**Explanation** An attempt was made to configure a CLAW device on the virtual port adapter. CLAW devices are permitted only on real port adapters. The configuration request was ignored.

**Recommended Action** Configure the CLAW device on a real port adapter.

**Error Message**

%CLAW-6-WRITEREAD: Host Wrote data on read subchannel.

**Explanation** The mainframe has written data to the read subchannel. This error is most likely the result of a misconfiguration under a VM guest in which the write device is attached to the read subchannel.

**Recommended Action** Check the device definitions on the host and, if the host is running under VM, verify that the write device is attached to the write subchannel and the read device is attached to the read subchannel.

**Error Message**

%CLCAPPLICATION-6-INCONSISTENTGATEDB: Gate entry, bin [[dec]], off [[dec]], is in used by [dec]. It will be replaced by [dec]

**Explanation** Gate database is inconsistent between LC and RP, which is due to gate not cleaned up properly on 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit



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

## CLCJIB Messages

The following are CLC JIB messages.

### Error Message

```
%CLCJIB-0-SDRAMUECCERR: DOCSIS MAC detected uncorrectable SDRAM ECC Error: [hex]
[hex] [hex] [hex] [hex] [hex] [hex]
```

**Explanation** The DOCSIS MAC experienced an uncorrectable SDRAM ECC error.

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

### Error Message

```
%CLCJIB-0-SSRAMUECCERR: DOCSIS MAC detected uncorrectable SSRAM ECC Error: [hex]
[hex]
```

**Explanation** The DOCSIS MAC experienced an uncorrectable SSRAM ECC error.

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

### Error Message

```
%CLCJIB-6-BADJIBHDR: [chars]: JIB [dec] DS[dec] Iron bus error packet (count
[dec]) [chars]
```

**Explanation** A packet is dropped by JIB because of an error in the JIBheader.

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

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

**Error Message**

%CLCJIB-6-BADJIBPKT: [chars]

**Explanation** A packet is dropped by JIB because of an error in the JIBheader.

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

**Error Message**

%CLCJIB-6-RAMCECCERR: DOCSIS MAC correctable SDRAM/SSRAM ECC Error Counts: [dec]  
[dec]

**Explanation** The DOCSIS MAC correctable SDRAM/SSRAM ECC error counters.

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

**Error Message**

%CLCJIB-6-TSLOAD: JIB [dec] timestamp is reloaded

**Explanation** The received timestamp is loaded to overwrite the current timestamp.

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

**Error Message**

%CLCJIB-6-TSMISMATCH: JIB [dec] timestamp mismatch

**Explanation** The received timestamp does not match the JIB current timestamp.

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

## CLCPLATFORM Messages

The following are CLC Platform messages.

**Error Message**

%CLCPLATFORM-3-ERRRPLCCFGSYNC: HCCP [dec] [dec] [chars] rp-lc configure sync error: [chars].

**Explanation** A HCCP LC configuration sync error has occurred.

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

**Error Message**

%CLCPLATFORM-3-UNKNOWPLAT: Unknown Platform ID, [dec].

**Explanation** The platform is unrecognized. Assuming uBR10K Headsail.

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

# CLCSNMP Messages

The following are CLC SNMP messages.

## Error Message

`%CLCSNMP-3-TRAPQFULL: SNMP trap pending queue is full`

**Explanation** A SNMP trap generated on the CLC was dropped because the process tried to enqueue it to a pending queue which was full. This condition occurred because IPC was down or the synchronization of SNMP information to the CLC was not completed.

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

## Error Message

`%CLEAR-5-COUNTERS: Clear counter on [chars] [chars] by [chars]`

**Explanation** The counters have been cleared on the interface or interfaces.

**Recommended Action** No action is required.

## Error Message

`%CLEAR-5-EXT_COUNT: Clear extended [chars] counters on [chars] by [chars]`

**Explanation** The extended counters have been cleared on the interface or interfaces.

**Recommended Action** No action is required.

# CLIENT\_CLOCK\_SYNC Messages

The following are clock synchronization server messages.

## Error Message

`%CLIENT_CLOCK_SYNC-3-CREATEBOOL: watched boolean creation failure. bool [chars]`

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

**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**

%CLIENT\_CLOCK\_SYNC-3-PORTCREATE: cannot create port [chars] due to [chars]

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

**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**

%CLIENT\_CLOCK\_SYNC-3-PORTOPEN: cannot open port [chars] due to [chars]

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

**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**

%CLIENT\_CLOCK\_SYNC-3-PORTREG: cannot register port [chars] due to [chars]

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

**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.

## CLNS Messages

The following are Open System Interconnection (OSI) Connectionless Network Service (CLNS) messages.

**Error Message**

%CLNS-1-BKUPERR: ISIS : [chars] in [hex], ndb\_next [hex], ndb\_prev [hex], lsp\_next [hex], lsp\_prev [hex], metric [hex], index [dec], [chars] [hex]

**Explanation** An internal error has occurred in the maintenance of the IS-IS backup route table.

**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**

```
%CLNS-1-LINKERR: ISIS : [chars] in [hex], lsp_next [hex], lsp_prev [hex], index [dec], ver [dec], [chars] [hex]
```

**Explanation** An internal error has occurred in the maintenance of IS-IS link-state packet linkages.

**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**

```
%CLNS-3-BADIFNUM: ISIS : Bad if number, pdb [hex], idb [hex], if [hex]
```

**Explanation** An internal error has occurred in the Intermediate System-to-Intermediate System (ISIS) system. An inconsistency was detected in an internal data structure related to tracking protocol/interface state, possibly related to enabling or disabling of the protocol on an interface.

**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**

```
%CLNS-3-BADPACKET: [chars]: [chars], [chars][chars] from [chars] ([chars])
```

**Explanation** An invalid packet was received from a neighboring router.

**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**

```
%CLNS-3-CKSUMERR: [chars]: L[dec] LSP [chars] database checksum error, restarting
```

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLNS-3-FILTERS: Adjacency with [chars] is denied due to misconfiguration of filters

**Explanation** The IS-IS or CLNS adjacency filters might be misconfigured on an interface. This error condition occurs when a CLNS filter expression that uses the source keyword is applied to IS-IS or CLNS adjacency filters.

**Recommended Action** Do not use the source keyword when applying filter expressions to filter CLNS or IS-IS adjacencies. Remove the CLNS filter expression that contains the source keyword by entering the `no clns filter-expr exp_name` command, with `exp_name` being the name to apply a filter expression.

**Error Message**

%CLNS-3-IPLIST: ISIS : [chars] [hex], [IP\_address] [IP\_address]

**Explanation** An internal error has occurred in IS-IS.

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

**Error Message**

%CLNS-3-LSPCHAIN: [chars]: non-null [chars] pointer [hex] on freed LSP, index [dec]

**Explanation** An internal IS-IS error has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLNS-3-LSPDB: [chars]: Inconsistent LSPIX entry, lsp [hex], index [dec], ixentry [hex], ixentry-lsp [hex]

**Explanation** An internal error has occurred in IS-IS.

**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**

%CLNS-3-LSPFULL: %s: L%d LSP filled to capacity %s

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

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

**Error Message**

%CLNS-3-LSPFULL\_OVERLOAD: %s: Schedule L%d LSP to set overload bit

**Explanation** The LSP was filled to capacity and after applying any lsp-full suppress options, we still can't recover out of it. So we are going to set overload bit on the LSP

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

**Error Message**

%CLNS-3-LSPIXARRMATCH: %s: LSPix entry %d mismatch with LSP %x, LSP %s is %d, entry %d

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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



**Error Message**

```
%CLNS-3-LSPPIXARRNULL: %s: LSPix entry %d should be null, is %#x
```

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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

**Error Message**

```
%CLNS-3-LSPPIXHEAD: %s: LSPix %s %d head %#x doesn't match first prev %#x
```

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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

**Error Message**

```
%CLNS-3-LSPLIST: ISIS : %s %#x, index %d
```

**Recommended Action** .

**Error Message**

```
%CLNS-3-LSPLISTERR: ISIS : LSP list traversal incomplete (%s)
```

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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

**Error Message**

%CLNS-3-LSPTOOBIG: %s: L%d LSP %s size %d bigger than interface %s MTU %d, LSP dropped

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

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

**Error Message**

%CLNS-3-MD5ERR: %s: Error in filling MD5 digest for %s PDU

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) while filling in the MD5 digest for the PDU.

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

**Error Message**

%CLNS-3-NSAPES: Invalid NSAP type in ES table: %x for %s

**Explanation** An internal software error occurred.

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

**Error Message**

%CLNS-3-NSF\_CID\_FORCE\_FAILURE: %s circuit id force to %x (%d) failed

**Explanation** A circuit ID forced assignment failed. The requested circuit ID is in use on another interface.

**Recommended Action** At the current time there is no work around. The problem should disappear following the next switchover.

**Error Message**

%CLNS-3-NSF\_CP\_ADJ\_CID\_MISMATCH: Checkpointed ADJ circuit id mismatch for %s (%d/%d)

**Explanation** A checkpoint message for an ISIS adjacency was dropped by the standby RP because the circuit id interface does not match the circuit ID reported by the active RP.

**Recommended Action** At the current time there is no work around. The circuit id problem should disappear following the next switchover.

**Error Message**

%CLNS-3-NSF\_CP\_BULK\_SYNC\_FAIL: ISIS bulk sync failed to complete

**Explanation** The bulk sync of ISIS adjacency and LSP data from the active to the standby RP failed to complete successfully. Any attempt by ISIS to perform a non-stop forwarding restart may be incomplete. (Note that ISIS should still converge correctly.)

**Recommended Action** At the current time there is no work around. The adjacency and LSP databases should still sync up between the active and standby RPs, following completion of the bulk sync. If they do not, report the output from 'show isis nsf', 'show clns neighbor', and 'show isis database' on both RPs and contact the TAC.

**Error Message**

%CLNS-3-NSF\_CP\_ERR: Checkpoint send error (%s)

**Explanation** An unrecoverable error occurred following a request to checkpoint a new or changed adjacency or LSP.

**Recommended Action** At the current time there is no work around. If the error message continues to occur, report the problem to the TAC.

**Error Message**

%CLNS-3-NSF\_CP\_IDB\_ENCODE\_FAIL: Interface %s cannot be encoded for nsf cisco

**Explanation** Adjacency and LSP information learned from this interface cannot be checkpointed due to an interface encoding error.

**Recommended Action** Please verify that this interface type is supported for NSF in this release. If so, report the problem to the TAC.

**Error Message**

%CLNS-3-NSF\_CP\_INIT\_ERR: Checkpoint initialization error (%s)

**Explanation** An unrecoverable error occurred during initialization of the checkpoint client.

**Recommended Action** At the current time there is no work around. If the error message continues to occur, report the problem to the TAC.

**Error Message**

%CLNS-3-ONLIST: ISIS : entry already threaded, prev %#x, next %#x, index %d, ver %d

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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

**Error Message**

%CLNS-3-PDBMODE\_ADJDB\_INCORRECT: [chars][chars]: Adjacency DB should[chars] be [hex], is [hex]

**Explanation** Adjacency database must match process and does not.

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

**Error Message**

%CLNS-3-PDBMODE\_ADJDB\_NOTEMPTY: [chars][chars]: Adjacency DB should be empty before deleting and is not

**Explanation** Adjacency database must be empty before deleting and is not.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the show clns neighbors 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

#### Error Message

```
%CLNS-3-PDBMODE_TRANS_INVALID: [chars][chars]: Transition target for pdb mode is invalid: current [dec], target [dec]
```

**Explanation** ISIS process received request to transition to invalid state.

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

#### Error Message

```
%CLNS-3-TENT: %s: %s
```

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

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

#### Error Message

```
%CLNS-4-AREALOST: Too many IS-IS areas--can't route to area %s
```

**Explanation** Intermediate System-to-Intermediate system (IS-IS) allows only three area addresses per area. Multiple routers with at least one area address in common merge all of their configured area addresses into a single set. If the resulting set includes more than three area addresses, this message appears and indicates that there will be a loss of connectivity to the specified area.

**Recommended Action** Reconfigure the network so that the area has fewer area addresses, or split the area into multiple areas.

**Error Message**

%CLNS-4-AUTH\_FAIL: %s: %s authentication failed

**Explanation** An ISIS packet(IIH, CSNP, PSNP or LSP) was received and did not pass authentication check.

**Recommended Action** If the error persists, check the originating router for matching authentication mode and password.

**Error Message**

%CLNS-4-BADINTFCLNSMTU: %s Invalid interface clns MTU %d

**Explanation** This message occurs if the interface MTU becomes unusable while ISIS is running on the interface. This condition maybe temporary and recoverable.

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

**Error Message**

%CLNS-4-BADIPMSK: ISISInconsistent ip prefix and mask(%i%#m) in ISIS LSP: pdb=%s, level=%d, lspid=%s. The route wasn't added into RIB.

**Explanation** The system received a link-state packet (LSP) which contained a bad IP prefix TLV (type length value). The mask corresponding with the address was incorrect.

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

**Error Message**

%CLNS-4-DUPSYSTEM: %s: possible duplicate system ID %s detected

**Explanation** This is a configuration error.

**Recommended Action** One of the duplicate IDs needs to be corrected.

**Error Message**

%CLNS-4-EDATFAIL: Encapsulation failed, dst= %s

**Explanation** This message can occur when an interface is down and a static neighbor entry exists in the system's CLNS routing table. If this is not the case, the message indicates an internal software error.

**Recommended Action** Check the interface. If the interface is not down and no static neighbor entry exists for that interface, call your technical support representative for assistance.

**Error Message**

%CLNS-4-LSPCKSUM: %s: Bad L%d LSP %s checksum %04x received on %s, length %d, should be %04x, bad count %d

**Explanation** A link-state packet (LSP) was received for either Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP), which failed an internal data checksum, but which passed the data-link checksum. The interface on which the LSP was received is indicated, along with the total count of checksum errors received, the LSP ID, and the level of the failing LSP. This message usually indicates data corruption occurring on a link, but might also indicate data corruption in a neighboring router's memory.

**Recommended Action** If the error is in a neighboring router's memory, the problem will correct itself within 15 minutes. That router will detect its internal error and regenerate the corrupted data. This case is usually indicated by a single LSP ID appearing repeatedly in these messages. The same LSP ID might appear in this message on other routers as well. If data-link corruption has caused the error, check the link for errors and deal with them appropriately. This case is usually indicated by a number of different LSP IDs appearing in these messages.

**Error Message**

%CLNS-4-LSP\_MAXSEQ: %s%s: attempt to exceed LSP maximum sequence number for LSP %s

**Explanation** Attempt was made to exceed maximum sequence number for an LSP.

**Recommended Action** Protocol will shutdown for max-lsp-lifetime + 1 minute. This is a very unlikely natural occurrence. Investigate to find the source of any out of order reception, generation, or incrementing of this LSP's sequence number.

**Error Message**

%CLNS-4-NSAPIS: Invalid NSAP type in IS table: %x %d

**Explanation** An internal software error occurred.

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

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

**Error Message**

%CLNS-4-REDIRECT: Redirect found for non-route entry, dst= %s, next-hop= %s

**Explanation** An internal software error occurred.

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

**Error Message**

%CLNS-5-ADJCHANGE: %s: Adjacency to %s (%s) %s, %s

**Explanation** An Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) adjacency with a neighboring router has either come up or gone down. The message describes the change and the reason for it. This message appears only if the log-adjacency-changes command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message**

%CLNS-5-ADJCLEAR: %s%s: All %sadjacencies cleared

**Explanation** All Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) adjacencies of the specified type have been cleared. This message appears only if the log-adjacency-changes command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message appears as a normal side effect of appropriate console or configuration commands.



**Error Message**

%CLNS-5-FADJCHANGE: %s: MPLS TE Forwarding Adjacency to %s (%s) %s, %s

**Explanation** A Multiprotocol Label Switching forwarding adjacency associated with the Intermediate System-to-Intermediate System (ISIS) routing protocol has either come up or gone down. The message describes the change and the reason for it. This message appears only if the log-adjacency-changes command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message**

%CLNS-5-MULTICAST: %s: %scast address in use on %s

**Explanation** A NetWare Link Services Protocol (NLSP) adjacency with a neighboring router has either come up or gone down. The message describes whether the NLSP multicast address is in use for future updates sent on the LAN. This message appears only if the log-adjacency-changes command is configured for the NLSP process.

**Recommended Action** This message is primarily informational and appears normally as routers and links go up or down.

**Error Message**

%CLNS-5-NSF\_ISSU\_NEGO\_FAIL: ISIS NSF cancelled - ISSU negotiation failed for NSF CISCO

**Explanation** ISIS cancelled the NSF restart since ISSU negotiation failed in Cisco mode.

**Recommended Action** Review the output of 'show issu negotiated version' command

**Error Message**

%CLNS-5-NSF\_NO\_RP\_SIGNAL: ISIS NSF cancelled - 'nsf interval' expiration pending

**Explanation** ISIS cancelled the NSF restart since either the active or standby RP had not been up long enough. In Cisco mode, the active RP must signal that it has been up for a minimum of 'nsf interval' seconds. For IETF mode, the standby RP must be up for a minimum of 'nsf interval' seconds.

**Recommended Action** Review the setting of the 'nsf interval' command

**Error Message**

%CLNS-5-NSF\_RESTART: ISIS NSF completion

**Explanation** ISIS performed an NSF restart

**Recommended Action** This informational message appears as a normal side effect of a restart performed while NSF is enabled

**Error Message**

%CLNS-7-DEBUGMSG: %s: %08x %08x %08x %08x %08x %08x

**Explanation** Internal use only

**Recommended Action** Should not be seen in the field

**Error Message**

%CLNS-7-DEBUG\_TRACEBACK: Debug: %s

**Explanation** Debug information.

**Recommended Action** No action required.

## CLOCK Messages

**Error Message**

%CLOCK-3-HW\_CAL\_INVALID: Hardware Calendar (RTC) Error.

**Explanation** The hardware calendar contains an invalid date. The accepted range is from 1993 to 2035.

**Recommended Action** To correct the invalid date, use the calendar set command and the clock read-calendar command.

**Error Message**

%CLOCKSW-3-BOGUS\_PLIMTYPE: %s: bogus plimtype 0x%x

**Explanation** This indicates an internal error in the IDB. This interface can not be selected as a network clocking source.

**Recommended Action** Select another interface as the network clocking source.

**Error Message**

%CLOCKSW-3-CLOCK\_ALL\_FAIL: All selected network clock sources have failed

**Explanation** All of the configured network clocking sources have failed.

**Recommended Action** Restore proper operation to one or more of the selected interfaces

**Error Message**

%CLOCKSW-3-CLOCK\_FAIL: Network clock source %s, priority %d, failure

**Explanation** Specified network clocking source has failed.

**Recommended Action** Restore proper operation of the selected interface

**Error Message**

%CLOCKSW-6-CLOCK\_OK: Network clock source %s, priority %d, ok

**Explanation** Specified network clocking source is operational.

**Recommended Action** No action is required.

**Error Message**

%CLOCKSW-6-PFQ\_PLL\_BYPASS: Bypassing FC-PFQ PLL

**Explanation** The FC-PFQ clock is non-operational, bypassing

**Recommended Action** No action is required.

**Error Message**

%CLOCKSW-6-SWITCH\_SOURCES: Switching from %s to %s at priority level %d

**Explanation** The network clock source has changed from one source to another.

**Recommended Action** No action is required.

**Error Message**

%CLOCK\_RECOVERY-4-CLOCK\_FAILED: [chars] on module [dec]/[dec] failed

**Explanation** This message indicates that an active recovered or enhanced clock has failed.

**Recommended Action** No action is required.

**Error Message**

%CLOCK\_RECOVERY-6-CLOCK\_ACTIVE: [chars] on module [dec]/[dec] is now active

**Explanation** This message indicates that a recovered or enhanced clock has become active.

**Recommended Action** No action is required.

## CLS Messages

**Error Message**

%CLS-3-BOGUSOP: Unknown CLS verb for %s context, DlcOpcodeT=%04x

**Explanation** A bad opcode was generated by the DLC for the STN or CEP.

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

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

**Error Message**

%CLS-3-CLSFAIL: CLS : Assertion failed: %s

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

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

**Error Message**

%CLS-3-CLSMSG: %s

**Explanation** A software error detected while manipulating CLSIMsg objects.

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

**Error Message**

%CLSDR-3-ERRRTN: %s failed error 0x%x

**Explanation** An error was returned from Cisco Link Services I (CLSI) to the destination logical unit (DLU) because CLSI did not perform the action desired by the DLU.

**Recommended Action** Refer to CLSI software documentation for more information about this error. Report this error to your technical support representative.

**Error Message**

%CLSDR-3-INCORRECTPORT: Incorrect port pointer in USapId

**Explanation** Cisco Link Services I (CLSI) returned an incorrect port pointer in the USapID.

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

**Error Message**

%CLSDR-3-MSGERR: %s couldn't get a message

**Explanation** The destination logical unit (DLU) could not send a correct message to Cisco Link Services I (CLSI) because the message was formed incorrectly. CLSI will not perform the desired action.

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

**Error Message**

%CLSDR-3-NOCEP: Cannot found cep in free pool

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLSDR-3-NOCLSSERVER: unable to start the Server process

**Explanation** Could not start the CLSDRIVER process, possibly because of a resource problem. The subsystem using the CLSDRIVER does not work.

**Recommended Action** Remove and then restore the destination logical unit (DLU) in the configuration file and try to reboot the system. 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**

%CLSDR-3-NODLUCREATE: Cannot create DLU for this type %d

**Explanation** The CLSDRIVER does not understand the destination logical unit (DLU) type. Currently, only STUN uses the CLSDRIVER. Any other value results in an error.

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

**Error Message**

%CLSDR-3-NOINIT: CLSDRIVER not initialized

**Explanation** A CLSDRIVER initialization failed earlier. Trying to use the driver now results in an error condition.

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

**Error Message**

%CLSDR-3-NOPORTCREATE: Cannot create PORT structure

**Explanation** The CLSDRIVER cannot enable this port for processing.

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

**Error Message**

%CLSDR-3-NOREMOVECEP: RemoveCep : Cep 0x%x not on list

**Explanation** The destination logical unit (DLU) is trying to remove a nonexistent connection end point from the internal data structure. This creates a problem in the connection end point (CEP) maintenance logic.

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

**Error Message**

%CLSDR-3-NOREMOVEPORT: RemovePort: port 0x%x not on list

**Explanation** The destination logical unit (DLU) is trying to remove an nonexistent port from the list of active ports because it does not have the correct list of active ports.

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

**Error Message**

%CLSDR-3-WRONGMSG: Should never be here, cls message type unknown 0x%x

**Explanation** The CLS message type is unknown to the destination logical unit (DLU).

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

**Error Message**

%CLS\_ACC-2-CONFIG\_NV\_DATA: Express setup parameter committed. Default port role will be applied

**Explanation** After express setup parameters are committed, switch becomes a configured switch. The default port roles are automatically applied to all ports at this moment. The port role configurations may be manually modified after this point.

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-2-MODE\_ENTERED: Entering consoleless access mode %s

**Explanation** Switch enters one of the consoleless access modes

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-2-MODE\_EXITED: Complete consoleless access from mode %s

**Explanation** Switch exits from one of the consoleless access modes

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-2-NO\_PROCESS: Process creation failure

**Explanation** Failed to create process to execute consoleless access

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-2-SETUP\_BTN\_PRS: %s

**Explanation** Pressing the switch setup button will lead an unconfigured switch to go to express setup mode. It will not have any effect on an already configured switch. Pressing the setup button for more than 5 seconds will lead a configured switch to go to direct management mode, or lead an unconfigured switch to go to express setup mode

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-3-CONFIG\_ERROR: %s

**Explanation** Not able to correctly configure the switch for consoleless access. Can't go to access mode

**Recommended Action** LOG\_NO\_ACTION



**Error Message**

%CLS\_ACC-3-NOMEMORY: %s

**Explanation** Memory allocation failure for executing consoleless access switch configuration commands

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

**Error Message**

%CLS\_ACC-3-NOSOCKET: Fail to create DNS socket for consoleless access

**Explanation** Socket creation failure, switch is not able to go into consoleless access mode. Abort.

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-3-NO\_ACC\_INTF: Failed to find a free interface as consoleless access interface or failed to retrieve the access interface information

**Explanation** Not able to find a free interface which is fit to serve as managementinterface for consoleless access

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-3-UNABLE\_TO\_RESET\_CONFIG: %s

**Explanation** The system is unable to reset the configuration

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

**Error Message**

%CLS\_ACC-3-VLAN\_CREATE\_FAIL: Failed to allocate a free vlan as consoleless access vlan,use default management vlan

**Explanation** Not able to find a free vlan in the range of 2-1000 to serveras management vlan for consoleless access

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-4-NO\_HTTP\_PAGE: Failed to locate HTTP page for the consoleless access mode

**Explanation** Not able to locate the HTTP page corresponding to the access mode. Page is not on flash

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-4-UNEXPECTEDEVENT: Switch does not support or not ready for consoleless access mode

**Explanation** Switch either does not support or is not ready to enter therequested consoleless access mode

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-5-CLRCFG: User cleared switch configurations under recovery mode

**Explanation** Under consoleless access mode, user takes an action to reset switch configuration to factory default.

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-5-RSTIMG: User reset switch image to factory default image under recovery mode

**Explanation** Under consoleless access mode, user takes an action to reset switch image to factory default.

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-7-ACC\_INTF: Selected management interface: %s interface number: %d

**Explanation** Selected an interface as consoleless access interface

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-7-ACC\_VLAN: Selected vlan %d for consoleless access

**Explanation** A new vlan is created to only include the management interface Vlan creation successful

**Recommended Action** LOG\_NO\_ACTION

**Error Message**

%CLS\_ACC-7-CONFIG: Save access intf config: if: %s, port num: %d, vlan %d, admin-down?:%d

**Explanation** Save interface configurations, these configurations will be restored when consoleless access exits and returns the interface

**Recommended Action** LOG\_NO\_ACTION

## CLUE Messages

**Error Message**

%CLUE-3-CHECKSUM\_ERROR: CLUE record checksum error in record, id [dec], record starting address [hex], new checksum [hex], previous checksum [hex]

**Explanation** CLUE record stored in the CLUE memory had a bad checksum. The CLUE record was modified by a CLUE client but not committed or by unknown memory corruption. The CLUE record cannot be accessed.

**Recommended Action** Internal CLUE Client software might automatically rectify the error. However, if the error persists, reload the unit.

**Error Message**

%CLUE-3-CLIENT\_REGISTRY\_FULL: Maximum of [dec] CLUE clients registered. Cannot register callback [hex]

**Explanation** Internal (Compact Local Unit Exchange (CLUE) software error where CLUE client registry for callback service was full. No more CLUE clients will be registered. Unregistered CLUE clients will not be informed about CLUE service events, e.g., CLUE service ready or not ready or any CLUE record corruptions.

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

**Error Message**

%CLUE-3-COMMIT\_FAILED: CLUE cannot commit record, id [dec]

**Explanation** The given CLUE record was not committed in the CLUE storage memory. CLUE record was not allocated by the CLUE client before committing or there was an error in the internal CLUE record index table. The CLUE record cannot be accessed.

**Recommended Action** Internal CLUE software might automatically rectify the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CLUE-3-EOR\_CORRUPT: CLUE record corruption in end of record field, record id [dec], record starting address [hex]

**Explanation** CLUE record's end of record delimiter was corrupted in the CLUE storage memory. The CLUE record was over-written by the previous CLUE record or by an unknown memory corruption. The CLUE record cannot be accessed.

**Recommended Action** Internal CLUE Client software might automatically rectify the error. However, if the error persists, reload the unit.

**Error Message**

%CLUE-3-INDEX\_BUILD\_FAIL: Failed to build CLUE internal record index due to [chars]

**Explanation** CLUE expected existence of valid CLUE records in CLUE storage when building internal record index table. CLUE will fail to build the index table when CLUE storage does not exist or any CLUE record within the CLUE storage has some data corruption. CLUE service will not be available and any data in the CLUE storage cannot be accessed.

**Recommended Action** Internal CLUE Client software might automatically rectify the error. However, if the error persists, reload the unit.

**Error Message**

%CLUE-3-INIT\_ERROR: Failed to initialise the reserved memory for new CLUE context due to [chars]

**Explanation** Reserved memory for Compact Local Unit Exchange (CLUE) storage area was not initialized due to the reason given. CLUE storage area will not be available to provide any CLUE service.

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

**Error Message**

%CLUE-3-INTERNAL\_SW\_ERROR: [chars]

**Explanation** Internal Compact Local Unit Exchange (CLUE) software error reported.

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

**Error Message**

%CLUE-3-INVALID\_AREA: Either address [hex] or size [dec] reserved for CLUE storage area is invalid

**Explanation** Internal Compact Local Unit Exchange (CLUE) software error where CLUE expected a non-zero reserved memory address and a non-zero reserved memory size to initialize and use the reserved area as a CLUE storage area.

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

**Error Message**

%CLUE-3-INVALID\_REC\_DATA\_SIZE: CLUE record size [dec] is invalid to allocate CLUE record [dec]

**Explanation** Internal Compact Local Unit Exchange (CLUE) software error where CLUE record size was zero or not the same as expected when CLUE client requested to allocate the CLUE record. The CLUE record was not allocated.

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

**Error Message**

%CLUE-3-INVALID\_REC\_ID: Invalid CLUE record id [dec] has been received so CLUE cannot [chars] it

**Explanation** Internal Compact Local Unit Exchange (CLUE) software error where record id was not valid. Indicated action cannot be carried out on the specified CLUE record id.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach outputs from the show clue and show tech commands.

**Error Message**

%CLUE-3-NOT\_ENOUGH\_CLUE\_STORAGE: CLUE storage has not enough space to allocate record, id [dec] and data size [dec]

**Explanation** Internal Compact Local Unit Exchange (CLUE) software error where CLUE storage had no more space left to allocate the given CLUE record id. Not enough space for CLUE storage was reserved or the CLUE storage contingency space ran out. The CLUE record was not allocated.

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

**Error Message**

%CLUE-3-NOT\_ENOUGH\_MEMORY: [dec]-bytes of local memory has not enough space left to reserve [dec]-bytes of CLUE storage

**Explanation** Local memory was not large enough to reserve the required Compact Local Unit Exchange (CLUE) storage space.

**Recommended Action** Add more local memory.

**Error Message**

%CLUE-3-NO\_SIGNATURE: CLUE cannot [chars] record, id [dec]

**Explanation** The given CLUE record was not serviced. CLUE storage was not available or the CLUE storage signature was invalid.

**Recommended Action** Internal CLUE software might automatically rectify the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CLUE-3-SOR\_CORRUPT: CLUE record corruption in start of record field, record id [dec], record starting address [hex]

**Explanation** CLUE record's start of record delimiter was corrupted in the CLUE storage memory. The CLUE record was over-written by the previous CLUE record or by an unknown memory corruption. The CLUE record cannot be accessed.

**Recommended Action** Internal CLUE Client software might automatically rectify the error. However, if the error persists, reload the unit.

## CM622\_CM155 Messages

**Error Message**

%CM622\_CM155-4-ATMCLKINT: (%d/%d) ATM Clock Internal Set on (%d/%d) too

**Explanation** CM155 ATM Clock Internal is enabled for the other channel on the same framer too, the framer defines one bit for both channels.

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

**Error Message**

%CM622\_CM155-4-FRMROP: Error: (%d/%d) %s (value=0x%04x)

**Explanation** Linecard ATM driver framer operation errors.

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

**Error Message**

%CM622\_CM155-4-FWCKSUM: (Port %d): %s SAR firmware selftest failure (expected 0x%04x, obtained 0x%04x)

**Explanation** Linecard ATM SAR firmware checksum errors.

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

**Error Message**

%CM622\_CM155-4-OP: Error: (%d/%d) %s

**Explanation** Linecard ATM driver general operation errors.

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



**Error Message**

%CM622\_CM155-4-RPCMD: (%d/%d) %s command error: %s

**Explanation** Linecard ATM driver handles RP command errors.

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

**Error Message**

%CM622\_CM155-4-RXSARIND: (%d/%d) RX SAR doing %s error: %s (indication=0x%08x 0x%08x 0x%08x)

**Explanation** Linecard ATM driver RX SAR indication errors.

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

**Error Message**

%CM622\_CM155-4-SAROP: (Port %d): %s SAR doing %s error: %s

**Explanation** Linecard ATM driver SAR operation error.

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

**Error Message**

%CM622\_CM155-4-TXSARIND: (Port %d): TX SAR %s command error: %s (indication=0x%08x)

**Explanation** Linecard ATM driver TX SAR indication error.

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

**Error Message**

%CM622\_CM155-4-VCLOSE: (%d/%d) VC :%u is close pending

**Explanation** The VC is in the TX SAR close pending state.

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

**Error Message**

%CM622\_CM155-4-VCCMD: (%d/%d) VC :%u %s error (cause: %s)

**Explanation** CM622/CM155 ATM SAR VC operation error.

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

**Error Message**

%CM622\_CM155-4-VCTYPE: (%d/%d) VC :%u unsupported vc encapsulation type=%u

**Explanation** CM622/CM155 ATM SAR VC operation error.

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

## CMANCC Messages

**Error Message**

%CMANCC-2-CRASHDUMP: Fatal error, calling crashdump, error: [dec] [chars]

**Explanation** A fatal condition has occurred causing IOS to crashdump. IOS will be restarted automatically.

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

**Error Message**

%CMANCC-3-MSGDISPATCH: Unable to dispatch received message from Chassis Manager

**Explanation** An unexpected condition has occurred while IOS was trying to dispatch a message received from the Chassis Manager.

**Recommended Action** Verify that all local components are in the proper operational state. If any inconsistency is found, it may be corrected by offline and restart of the effected component (SPA, Carrier Card)

**Error Message**

%CMANCC-3-MSGIPCERR: Unable to process received IPC messages from Chassis Manager, error: [chars]

**Explanation** An unexpected condition has occurred while IOS trying to process a received IPC message from Chassis Manager.

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

**Error Message**

%CMANCC-3-UNEXPECTEDEVENT: UDI Auth Process received unknown event (maj [hex], min [hex]).

**Explanation** The Unique Device Identifier (UDI) authorization process is registered to be notified when a process Boolean change event occurs in the router. This message indicates that the UDI authorization process received an unknown 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. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## CMANRP Messages

The following are the CMANRP messages.

**Error Message**

%CMANRP-2-CRASHDUMP: Fatal error, calling crashdump, error: [dec] [chars]

**Explanation** A fatal condition has occurred causing IOS to 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CMANRP-3-CMSWVERINFO: Unable to process software version information using file [chars]. Reason: [chars]. Error: [dec]

**Explanation** An unexpected condition has occurred while IOS was trying to process the software version information file. As a result, version information may not be available to an SNMP Manager

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

**Error Message**

%CMANRP-3-INVERR: Unable to process chassis inventory for file [chars], slot [dec], [chars], error [dec]. Some SPA's may not be fully configured

**Explanation** An unexpected condition has occurred while IOS is trying to process the chassis inventory on startup. IOS can not determine the type and number of all Carrier Cards and SPA's present in the system. Some configuration relating to these SPA's may not be applied and leave the system in an inconsistent state.

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

**Error Message**

%CMANRP-3-INVERRSPA: Unable to process chassis inventory for file [chars], SPA subslot [dec]/[dec], [chars], error [dec]. Some SPA's may not be fully configured

**Explanation** An unexpected condition has occurred while IOS is trying to process the chassis inventory on startup. IOS can not determine the type and number of all Carrier Cards and SPA's present in the system. Some configuration relating to these SPA's may not be applied and leave the system in an inconsistent state.

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

**Error Message**

%CMANRP-3-MSGDISPATCH: Unable to dispatch received TDL messages from Chassis Manager

**Explanation** An unexpected condition has occurred while IOS is trying to dispatch to the TDL message handler functions for received TDL messages from Chassis Manager.

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

**Error Message**

%CMANRP-3-MSGDISPATCHNULL: Received NULL TDL message from IOS

**Explanation** An unexpected condition in which IOS has received a NULL TDL message from Chassis Manager.

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

**Error Message**

%CMANRP-3-MSGIPCERR: Unable to process received IPC messages from Chassis Manager, error: [chars]

**Explanation** An unexpected condition has occurred while IOS is trying to process a received IPC message from Chassis Manager.

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

**Error Message**

%CMANRP-3-UDEVPERMS: An invalid permissions value, [chars], was found in a udev file

**Explanation** The udev files of a particular file system contain a description of the file system. If the permissions attribute is not recognized, this file system may run with the incorrect permissions.

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

**Error Message**

%CMANRP-6-CMHASTATUS: RP switchover, [chars]

**Explanation** The RP switchover events received by chassis manager.

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

**Error Message**

%CMANRP-6-CMSTATUS: Chassis Manager Process is [chars]

**Explanation** The current status of Chassis Manager Process.

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

# CMAPP Messages

**Error Message**

%CMAPP-6-CONFIG\_DONE: Configuration by CCM is done

**Explanation** The gateway's configuration has been changed by CCM.

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

**Error Message**

%CMAPP-6-INTERNAL\_ERROR: MGCP fallback is in process, retry later

**Explanation** Unavailable

**Recommended Action** Unavailable .

**Error Message**

%CMAPP-6-PROCESS\_CREATION\_FAILED: Cannot create Call Manager Application process

**Explanation** Failed to create the Call Manager Application process.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message**

%CMBPKM-1-AUTHREJECT: Authorization request rejected by CMTS : %s

**Recommended Action** .

**Error Message**

%CMBPKM-1-KEYREJECT: Key request rejected by CMTS : %s

**Recommended Action** .

# CMCC Messages

## Error Message

%CMCC-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** Issue the debug channel events command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Reissue the configuration command. Clear the interface using the clear interface command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears.

## Error Message

%CMCC-3-IPCBUFFAIL: Unable to obtain IPC resources

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has failed to obtain a buffer.

**Recommended Action** The CMCC will not load properly. Try the reload command again. If this message recurs, call your technical support representative for assistance.

## Error Message

%CMCC-3-IPCDNSFAIL: DNS lookup failed - %s

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Verify that the proper revisions of code are selected.

## Error Message

%CMCC-3-IPCINITFAIL: Unable to initialize IPC %s services

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has failed to initialize.

**Recommended Action** The CMCC will not load properly. The router must be reloaded to clear the problem.

## Error Message

%CMCC-3-IPCINVALID: Invalid IPC request (%d) received from (%x)

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has received an invalid message.

**Recommended Action** Verify that the proper revisions of code are selected.



**Error Message**

%CMCC-3-NODEED: Interface %s: No elements avail for msg (%08X %08X); interface reset.

**Explanation** An encapsulated control message arrived, but no elements were available to receive it. It is likely that a configuration will now be in a PENDING state. An interface reset was attempted to clear this condition. Issue the debug channel events command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the clear interface command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

- show tech
- show log

**Recommended Action** Provide this information to your technical support representative.

**Error Message**

%CMCC-3-NOENABLE: Interface %s: No pre-allocated buffers available; enable not sent

**Explanation** An attempt to get a pre-allocated buffer for the enable command was unsuccessful. The interface will not be enabled.

**Recommended Action** Issue the debug channel events command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the clear interface command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands: show tech and show log. Provide this information to your technical support representative.

**Error Message**

%CMCC-3-RSETFAIL: Interface %s: Error (%-04x) %s

**Explanation** An error occurred sending an interface enable or disable command.

**Recommended Action** The interface was reset by the software and the condition rectified. If that did not occur, then issue the debug channel events command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the clear interface command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands: show tech and show log information to your technical support representative.

**Error Message**

%CMCC-3-SMALLENCAPSZ: Interface %s: encaps msg size (%d) smaller than min (%d); dropped.

**Explanation** An encapsulated control message had a size smaller than the minimum expected size. The message was dropped.

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

**Error Message**

%CMCC-3-UNKENCAP: Interface %s: unknown encapsulated msg(%d) len(%d)

**Explanation** An encapsulated control message had an unknown encapsulation type. The message was dropped.

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

**Error Message**

%CMCC-4-BADENCAPSZ: Interface %s: encapsulated msg size (%d) exceeds max (%d); truncated.

**Explanation** An encapsulated control message had a size greater than the maximum expected size. The message was truncated.

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

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

**Error Message**

%CMCC-4-CFGFAIL: Interface %s: configuration command %s %s failed

**Explanation** An error occurred sending the configuration command to the CMCC card, or the CMCC negatively acknowledged the command

**Recommended Action** Reissue the configuration command.

**Error Message**

%CMCC-4-DTRFAIL: Interface %s: Channel-protocol %s cmd failed; resetting to default

**Explanation** The channel-protocol configuration command sent after a reset failed to complete successfully.

**Recommended Action** The channel data transfer rate was reset to the default value. Reissue the configuration command.

**Error Message**

%CMCC-4-IPCDNSNOIPADDR: DNS lookup failed - the DNS server has no entry for hostname %s

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Verify that the DNS server entries are up to date.

**Error Message**

%CMCC-4-NOPREQ: Interface %s: Unable to pre allocate response element; cfg not sent

**Explanation** An attempt to allocate a buffer for the configuration response, or for the configuration state change request, was unsuccessful. The configuration request was not sent.

**Recommended Action** The configuration command must be reissued.

**Error Message**

%CMCC-5-IPCDNSQUERYTIMEDOUT: DNS lookup failed - query to DNS server %s timed out

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Check the status of the DNS server.

**Error Message**

%CMCC-5-IPCDNSSERVERUNREACHABLE: DNS lookup failed - DNS server %i is unreachable

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Check for available routes to DNS servers.

**Error Message**

%CMCC-6-ADAPTERCHNG: Interface %s: adapter type changed from %s to %s

**Explanation** The interface reported a different interface type than it previously did. This should not happen without removing the CMCC card and replacing it with one that has an interface of the reported type.

**Recommended Action** This is an informational message, no action is required.

## CMEXML Messages

**Error Message**

%CMEXML-3-ABORTEXEC: CME XML Client Request Aborted, request ([chars])

**Explanation** A CME XML client request aborted on the client side. The request never reached the server.

**Recommended Action** Manual operations are needed to keep the ephone configuration in synchronization between primary and secondary CMEs.

**Error Message**

%CMEXML-3-ERREXEC: CME XML Client Request Failed at [dec], request ([chars])

**Explanation** A CME XML client request failed in execution on the server side. The failure happens in the [dec]-th CLI.

**Recommended Action** Manual operation is needed to keep the ephone configuration in synchronization between primary and secondary CMEs.

**Error Message**

%CMEXML-6-STARTEXEC: CME XML Client Request Start, request ([chars])

**Explanation** A CME XML client request is built and will be passed down to HTTP stack.

**Recommended Action** → If this message appears alone, no action is needed. If this message appears with ABORTEXEC or ERREXEC message, it can help diagnose the list of ephone CLIs that are out of synchronization between primary and secondary CME.

# CMP Messages

The following are Cluster Membership Protocol messages.

## Error Message

```
%CMP-3-ALIGNPTR: [chars]: the [chars] (value [hex]) should be aligned. Continuing.
```

**Explanation** Bad alignment.

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

## Error Message

```
%CMP-3-ALREADYINIT: [chars]: the [chars] (value [hex]) has already been initialized.
```

**Explanation** Multiple initializations.

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

## Error Message

```
%CMP-3-BADARG: [chars]: the [chars] (value [hex]) is invalid.
```

**Explanation** Bad argument.

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

**Error Message**

%CMP-3-BADPTR: [chars]: the [chars] (value [hex]) is invalid.

**Explanation** Bad pointer.

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

**Error Message**

%CMP-3-BADUNLOCK: [chars]: the [chars] (value [hex]) is not held by the caller.

**Explanation** Bad 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CMP-3-DEADLOCK: the '[chars]' lock at [hex] has not been released.

**Explanation** Deadlock.

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

**Error Message**

%CMP-3-DEADORDLOCK: '[chars]' ordered lock at [hex]: ticket [dec] token [dec].

**Explanation** Deadlock.

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

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

**Error Message**

%CMP-3-NOTHELD: the '[chars]' lock at [hex] has not been acquired.

**Explanation** Deadlock.

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

**Error Message**

%CMP-3-UNINITIALIZED: [chars]: the [chars] (value [hex]) has not been initialized.

**Explanation** Missing initialization.

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

**Error Message**

%CMP-4-MEM\_CMPIP\_ADDR\_CONFLICT: Conflict with CMP IP address %i, Reissuing a new CMP IP address to member %d

**Explanation** The cluster commander found a conflict with the assigned CMP IP address of the member. A new unique CMP IP address is assigned to the member.

**Recommended Action** This is a warning message only. The commander already assigned a new unique address to the member. Please clear any open TCP connections on the member, using 'clear tcp' command.

**Error Message**

%CMP-5-ADD: The Device is added to the cluster (Cluster Name: %s, CMDR IP Address %i)

**Explanation** The device is added to the cluster

**Recommended Action** No action is required.

**Error Message**

%CMP-5-MEMBER\_CONFIG\_UPDATE: Received member configuration from member %d

**Explanation** Received member configuration

**Recommended Action** No action is required.

**Error Message**

%CMP-5-MGMT\_VLAN\_CHNG: The management vlan has been changed to %d

**Explanation** The management vlan has been changed

**Recommended Action** No action is required.

**Error Message**

%CMP-5-NBR\_UPD\_SIZE\_TOO\_BIG: Number of neighbors in neighbor update is [int], maximum number of neighbors allowed in neighbor update is [int]

**Explanation** The number of cluster neighbors in the clustering neighbor update packet exceeds the number of neighbors supported by the clustering module design.

**Recommended Action** No action is required.

**Error Message**

%CMP-5-REMOVE: The Device is removed from the cluster (Cluster Name: %s)

**Explanation** The device is removed from the cluster

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-0-NOADAP: CMPC-TG [chars] attempt to open adapter failed, pc: [hex]

**Explanation** An attempt by CMPC TG to open the LLC adapter has failed.

**Recommended Action** Make sure that the LLC adapter referenced by this TG is configured.



**Error Message**

%CMPCTG-0-NOMEM: CMPC-TG [chars] attempt to acquire memory failed, pc: [hex], at [int]

**Explanation** A call to create a pool or get a buffer 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**

%CMPCTG-0-SYSMGT\_ERROR3: Llc-Tg detected error in sysmgt call: invalid operation [dec]

**Explanation** An invalid parameter has been received in a system management call.

**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**

%CMPCTG-0-SYSMGT\_ERROR4: Llc-Tg detected error in sysmgt call: invalid length

**Explanation** An invalid parameter has been received in a system management call.

**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**

%CMPCTG-3-BAD\_XID3\_LEN: Xid3 CV length exceeds Msg Length

**Explanation** The length values in Xid3 Control Vectors have exceeded the length field in the Xid3 message. The contents of the Xid3 follow immediately.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-3-CFG\_ERR: TG [chars] configured with invalid Loop Back Sap

**Explanation** A loopback TG has been configured using the same local and remote SAP values. For loopback configurations, the local and remote SAPs should be different.

**Recommended Action** Change one of the SAP values.

**Error Message**

%CMPCTG-3-CFG\_FSM\_ERR: TG Name: [chars], Event [chars], State [chars]

**Explanation** An internal state machine has attempted to execute an event inconsistent with the state.

**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**

%CMPCTG-3-LS\_FSM\_ERR: TG Name: [chars], Event [chars], State [chars]

**Explanation** An internal state machine has attempted to execute an event inconsistent with the state.

**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**

%CMPCTG-6-ACTIVE: CMPC-TG [chars] ACTIVE

**Explanation** The CMPC TG is in the active state.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-6-INB\_SENSE: CMPC-TG [chars] Inbound Sense [hex]

**Explanation** This is an informative message given when a CMPC TG notices a cv22 with sense data. It indicates that an endpoint of the APPN session has detected a protocol problem.

**Recommended Action** No action on this router is required. Check the log for each of the two endpoints and take appropriate action.

**Error Message**

%CMPCTG-6-INIT: CMPC-TG [chars] initialized

**Explanation** A CMPC TG has noticed a cv22 with sense data. This message indicates that an endpoint of the APPN session has detected a protocol problem.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-6-NOTACTIVE: CMPC-TG [chars] NOT ACTIVE

**Explanation** A CMPC TG is no longer in the active state.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-6-OUTB\_SENSE: CMPC-TG [chars] Outbound Sense [hex]

**Explanation** A CMPC TG has noticed a cv22 with sense data. This message indicates that an endpoint of the APPN session has detected a protocol problem.

**Recommended Action** No action on this router is required. Check the log for each of the two endpoints and take appropriate action.

**Error Message**

%CMPCTG-6-REMOVED: CMPC-TG [chars] removed

**Explanation** A CMPC TG has been removed.

**Recommended Action** No action is required.

## CM\_DSPRM Messages

**Error Message**

%CM\_DSPRM-1-INTERNALERROR: DSPRM internal error[%s:%d]

**Explanation** The router or access server has detected an internal error.

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

**Error Message**

%CM\_DSPRM-1-NODSPRMEVENTS: DSPRM event unavailable

**Explanation** The router or access server could not allocate internal resources.

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

**Error Message**

%CM\_DSPRM-1-NOIOSBUFFERS: IOS buffer pool unavailable [%s:%d]

**Explanation** The router or access server could not allocate internal resources.

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

**Error Message**

%CM\_DSPRM-1-NOIOSMEMORY: IOS memory unavailable [%s:%d]

**Explanation** The router or access server could not allocate memory for internal data structures.

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

**Error Message**

%CM\_MONITOR-5-DNS\_KILL: Terminating DNS process

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

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

**Error Message**

%CM\_MONITOR-5-DNS\_RESP: Sending DNS response to %i (request was for %i)

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

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

**Error Message**

%CM\_MONITOR-5-DNS\_START: Starting DNS process

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

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

**Error Message**

`%CM_SYNC-3-NO_BUFFER: Unable to transmit message type %d from %s`

**Explanation** A transmit error occurred while sending msg to other CPU, due to non-availability of buffer

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

**Error Message**

`%CM_SYNC-3-TRANSMIT_ERROR: Unable to transmit message type %d from %s`

**Explanation** A transmit error occurred while sending msg to other CPU, due to msg translation

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

## CNS Messages

**Error Message**

`%CNS-3-CLI_SEMANTIC: [chars]`

**Explanation** The CNS subsystem detected a possible semantic error while a CLI configuration command was being processed.

**Recommended Action** Refer to the error message text for the specific cause and further details. Verify that this is not just an informational message. For CLI informational messages, no action is required.

**Error Message**

`%CNS-3-FAULT: %s`

**Explanation** CNS subsystem has detected an internal exception condition

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

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

**Error Message**

%CNS-3-MEMORY: %s

**Explanation** CNS subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

**Error Message**

%CNS-3-TRANSPORT: %s

**Explanation** CNS subsystem has experienced a problem contacting an external application.

**Recommended Action** See specific message text for an indication as to what the cause might be. Check the network configuration and cables to make sure the remote application is running and the address is accessible

**Error Message**

%CNS-3-WARNING: %s

**Explanation** CNS subsystem has experienced an unexpected condition executing a set of commands which did not cause a failure but suggests things did not go totally correctly

**Recommended Action** Check the error log for additional information. This is an informational message and does not necessarily indicate an error did happen.

**Error Message**

%CNS-3-XML\_SEMANTIC: %s

**Explanation** CNS subsystem has experienced an error while processing the XML encapsulation of configuration command.

**Recommended Action** The externally supplied XML has errors in it and cannot be processed. See specific message text for an indication as to what the cause might be. This will possible require the command to be checked and reissued from the server.

**Error Message**

%CNS-4-NOTE: [chars]

**Explanation** The CNS subsystem has detected a probable application error during the processing of a provisioning or configuration operation. This might be an informational message generated while CLI was being entered or processed and not an error message.

**Recommended Action** No action is required.

**Error Message**

%CNS-5-CONFIG\_SUCCESS: SUCCESSFUL\_COMPLETION

**Explanation** The configuration download has been applied successfully.

**Recommended Action** None.

**Error Message**

%CNS-5-IOS\_UP:

**Recommended Action** .

**Error Message**

%CNS-6-NO\_EVENT\_AGENT: CNS EVENT AGENT IS NOT CONFIGURED

**Explanation** The cns event agent is not configured. The event that was to be sent to it will be dropped

**Recommended Action** Configure the cns event agent.

**Error Message**

%CNSES-3-SOCSELECT: Server socket listener failed: port=[dec] errno=[dec]

**Explanation** The router was unable to function as a TCP server. There are many possible reasons for this 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**

%CNSES-3-SRVR\_ERROR: CNS/AD Event Service Server cannot be started

**Explanation** The attempt to start the CNS/AD Event Service Server has failed. There are many possible reasons for this 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**

%CNSES-4-NODNS: DNS lookup failed.

**Explanation** The attempt to look up the IP address of the router through DNS has failed.

**Recommended Action** Configure DNS on the router or use the ip host command.

**Error Message**

%CNSES-4-NODNS\_USEHOST: DNS lookup failed, use Hostname '[chars]' instead.

**Explanation** The attempt to look up the IP address of the router through DNS has failed.

**Recommended Action** Configure DNS on the router or use the ip host command.

**Error Message**

%CNSES-6-TESTAPP: ...Test App app\_id=[dec] Callback ...

**Explanation** The local IP address has been found.

**Recommended Action** No action is required.

**Error Message**

%CNS\_AGENT\_CFGCHG-3-SRVR\_ERROR: CNS Config Change Agent cannot be started

**Explanation** The CNS Configuration Change Agent cannot be started. There are many possible reasons for this 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**

%CNS\_AGENT\_CFGCHG-6-TESTAPP: ...CNS Config Change Agent=[dec] Callback ...

**Explanation** This is an informational message only.

**Recommended Action** No action is required.



# COBALT Messages

## Error Message

%COBALT-2-TBB\_LENGTH\_ERR: TBB FIFO Debug Data - Register [hex]: [hex]

**Explanation** The PXF DMA ASIC driver detected TBB Length Error.

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

## Error Message

%COBALT-3-COBALT\_MALLOCFAIL: PXF DMA driver malloc failed!

**Explanation** Not enough free memory for the PXF DMA driver to operate.

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

## Error Message

%COBALT-3-ECM\_ADDR\_ERR: PXF DMA ECM [chars], Bad Address Range: [hex] through [hex]

**Explanation** Access to invalid PXF DMA ECM address.

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

**Error Message**

%COBALT-3-ECM\_DETECT\_ERR: No PXF DMA ECM detected!

**Explanation** No access PXF DMA ECM.

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

**Error Message**

%COBALT-3-EPM\_ADDR\_ERR: PXF DMA EPM [chars], Bad Address Range: [hex] through [hex]

**Explanation** Access to invalid PXF DMA EPM address.

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

**Error Message**

%COBALT-3-EPM\_DETECT\_ERR: No PXF DMA EPM detected!

**Explanation** No access PXF DMA EPM.

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

**Error Message**

%COBALT-3-GP\_ADDR\_ERR: PXF DMA TABLE [chars], Bad Address Range: [hex] through [hex]

**Explanation** Access to invalid PXF DMA Cobalt GP register address.

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

**Error Message**

%COBALT-3-INIT\_ERR: PXF DMA Initialization failed!

**Explanation** PXF DMA ASIC initialization failed.

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

**Error Message**

%COBALT-3-OWN\_ERR: [chars] packet buffer, descriptor address [hex], descriptor flags [hex] pak [hex]

**Explanation** The PXF DMA ASIC driver detected that the descriptor ring is in an inconsistent and unrecoverable state.

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

**Error Message**

%COBALT-3-PARTICLE\_COUNT\_ERR: Cobalt particle count error

**Explanation** The PXF DMA ASIC driver detected a packet with too many particles.

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

**Error Message**

%COBALT-3-SDRAM\_ADDR\_ERR: PXF DMA SDRAM [chars], Bad Address: [hex]

**Explanation** Access to invalid PXF DMA SDRAM address.

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

**Error Message**

%COBALT-3-SDRAM\_DETECT\_ERR: No PXF DMA SDRAM detected!

**Explanation** No access PXF DMA SDRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%COBALT-3-SPURIOUS\_INT\_ERR: Spurious PXF DMA Interrupt detected!

**Explanation** Spurious PXF DMA Interrupt detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%COBALT-3-TBL\_ADDR\_ERR: PXF DMA TABLE [chars], Bad Address Range: [hex] through [hex]

**Explanation** Access to invalid PXF DMA Cobalt table address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%COBALT-3-VCCI\_0\_ERR: Packet [hex], Length [dec], Channel [dec], VCCI [dec], Flags [hex]

**Explanation** The PXF DMA ASIC driver detected a VCCI of 0.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%COBALT3-3-COB3ERR: Cobalt3 [chars].

**Explanation** Cobalt3 generated an error.

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

## COLLECTION Messages

**Error Message**

%COLLECTION-3-MODE\_PRIORITY\_MISMATCH: Attempted to start a walk with incompatible mode and priority (mode %s priority %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

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

**Error Message**

%COLLECTION-3-MODE\_PROCESS\_MISMATCH: Attempted to start a walk with incompatible mode and process (mode %s process %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

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

**Error Message**

%COLLECTION-3-PROC\_INIT: Initialization of process %s failed, unable to %s

**Explanation** COLLECTION\_INTERNAL\_ERROR

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

**Error Message**

%COLLECTION-3-SUB\_WALK: Subwalk mismatch, walk %p (priority %s mode %s) subwalk %p (priority %s mode %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

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

## COMMON\_FIB Messages

**Error Message**

%COMMON\_FIB-2-FIBTABLEILLEGAL: Attempt to used uninitialized CEF data structure.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-2-HW\_IF\_INDEX\_ILLEGAL: Attempt to create CEF interface for %s with illegal index: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-2-IFINDEXBOUNDS: Attempt to use out of bounds interface index: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-2-IF\_NUMBER\_ILLEGAL: Attempt to create CEF interface for %s with illegal if\_number: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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



**Error Message**

```
%COMMON_FIB-3-ACL_PBR_NAMETOOLONG: IPV6_SWSB_CTRL name length error, %s (acl_in
%d (%d), acl_out %d (%d), pbr %d (%d))
```

**Explanation** IPv6 in/out ACL and IPv6 PBR name lengths for/from an IPC XDR message are invalid. The names will not be used so as to prevent any buffer overrun errors. There is a possibility that either the XDR message or an internal IPv6 FIB structure is corrupted

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

**Error Message**

```
%COMMON_FIB-3-ASSERT: Assertion '%s' failed in %s CEF [0x%08x]: %s (%s)%s.
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-ASSERT_RL: Assertion '%s' failed in %s CEF [0x%08x]: %s (%s)%s.
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-BROKER\_ENCODE: %s broker failed to encode msg type %d for slot(s) %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-CHAIN\_BAD\_MAGIC: Bad magic for element %p (0x%08x != 0x%08x)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-DEPENDENCY\_WALK: Walk specification %p missing handler for type %d  
dependency

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-DQUEUE\_ACTIVE\_COLLECTION: dqueue has an active collection just prior to destruction

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-DQUEUE\_BAD\_ELEM: Unexpected element type %u

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-DQUEUE\_BAD\_NEXT: elem %p type 0x%x elem-next %p elem-next\_type 0x%x elem-next-prev %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-DQUEUE_BAD_PREV: elem %p type 0x%x elem-prev %p elem-prev_type 0x%x  
elem-prev-next %p
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-DQUEUE_NON_EMPTY: dqueue is not empty just prior to destruction
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-EPOCH: Failed to start %s of %sentries in table %s
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBCOVEREDDEPDUMP: %s %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBDEPDUMP: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBHWIDBINCONS: An internal software error occurred. %s linked to wrong hwidb %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBHWIDB\_NONAME: Missing name for fibhwidb (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBIDBEARLYCALL: Attempt to update fibidb prior to completion of idb initialization.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBIDBINCONS1: An internal software error occurred. %s should be first fibidb

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBIDBINCONS2: An internal software error occurred. %s linked to wrong idb %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBIDB\_DB\_INTERNAL: fibidb %s if\_nb %d could not be %s db

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBIDB\_DB\_MEM: %s chunk pool could not be %s. Possible memory leak.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBIDB\_DB\_NULL\_FIBIDB: API called with NULL fibidb

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBPLDEPDUMP: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBSUBTREECONTEXT: Subtree context unexpected error: app %s: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-FIBXDRINV: Invalid XDR format. %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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



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

#### Error Message

%COMMON\_FIB-3-FIBXDRLEN: Invalid XDR length. Type %d (%s). XDR/buffer len %d/%d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

#### Error Message

%COMMON\_FIB-3-FIB\_ATTACHED\_EXPORT: Attached export tracking error: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

#### Error Message

%COMMON\_FIB-3-FIB\_FIB\_SOURCE: %s for %s - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-FIB_FIB_SOURCE_NULL_FIBIDB: %s NULL fibidb in broadcast sb
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-FIB_GSB: Generic subblock error: %s
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-FIB_MPLS_EXT_FIND_OCE: Unable to find MPLS oce for %s IP oce
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-FIB_PATH_LIST_DB: %s path list %s
```

**Recommended Action** .

**Error Message**

%COMMON\_FIB-3-HW\_API: HW API failure for %s CEF [0x%08x]: %s (%s)%s.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-ILIST\_OP: Manipulating interest list - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-ILLEGALARGS: Illegal arguments - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-ILLEGAL_MSG_TYPE: Cannot find ISSU message type for FIB %s (%d) %sSB
%s msg
```

**Explanation** The given SW subblock is being sent to an ISSU aware endpoint but CEF cannot verify that this message has been negotiated successfully and cannot send it. This is a coding error.

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

**Error Message**

```
%COMMON_FIB-3-ILLEGAL_TABLEID: Attempt to create %s table with illegal tableid %d
(%s)
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

```
%COMMON_FIB-3-INVALID_ADDR_TYPE: Invalid address type %d%s
```

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-INVALID\_AF: Invalid address family %d%s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-IPMFI\_TIMING\_PRESENT: IPMFI Timing Tool present in image - performance will be degraded

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-MSGISSUAWARE: Message %s (%d) is ISSU aware so cannot use old FIB API.

**Explanation** ALL FIB subblocks must be ISSU aware. The subblock code must be rewritten for ISSU. Otherwise this may lead to unpredictable behaviour when running in SSO mode with two different versions of IOS.

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

**Error Message**

%COMMON\_FIB-3-NAMETOOLONG: FIB%sIDB name %s error (lengths %d (%d), short %d (%d))

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-NOBROKER: %s distribution broker not found - distributing %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-NOHWSBDECODE: No %s subblock control decode function for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-NOLABELNOLABEL: Unexpected disposition information for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

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

#### Error Message

%COMMON\_FIB-3-NOMEM: Memory allocation failure for %s in %s CEF [0x%08x] (%s)%s.

**Explanation** An attempt to allocate memory has failed. Depending on the criticality of the data to be stored, CEF operation may be impacted.

**Recommended Action** Verify that the configuration is supported by the memory present in the system. Copy the message exactly as it appears, and report it to your technical support representative.

#### Error Message

%COMMON\_FIB-3-NOPATHFIBIDB: No fibidb for %s (ignoring path) during path no %d update for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

#### Error Message

%COMMON\_FIB-3-NOSWSBDECODE: No %s subblock control decode function for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-NO\_TABLE\_NAME: Attempt to clear the name of %s table with tableid %d, previous name %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-NO\_VALID\_PATHS: No valid paths for prefix %s in vrf %s.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-SBWITHOUTISSUSUPPORT: %s %s subblock doesn't support ISSU and can't be used.

**Explanation** The given SW subblock doesn't support ISSU so may not be processed correctly on the LC. It has not been registered by the CEF component.

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



**Error Message**

%COMMON\_FIB-3-TABLE: %s: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-TABLE\_CONCURRENT\_UPDATE: %s: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-3-UNHANDLED\_UNITS: No handler for units (%s) - from slot %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-AUTOREPAIR: CEF %s database auto-repair executed

**Explanation** The CEF consistency checkers have detected an inconsistent prefix in one of the CEF forwarding databases. The auto-repair function has been executed to repair the problem. Details of the prefix can be found using the 'show cef table consistency' command.

**Recommended Action** Copy the message exactly as it appears, together with the output of the 'show cef table consistency' command and report it to your technical support representative,

**Error Message**

%COMMON\_FIB-4-BADXDRHWSBDECODE: HW subblock decode (%s / %d) - wrong length read (expected %d, decoded %d)

**Explanation** The given HW subblock is not being processed correctly on the linecard. The error has been corrected, but should be reported in case there are related problems that need to be addressed.

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

**Error Message**

%COMMON\_FIB-4-BADXDRSWSBDECODE: SW subblock decode (%s / %d) - wrong length read (expected %d, decoded %d)

**Explanation** The given SW subblock is not being processed correctly on the linecard. The error has been corrected, but should be reported in case there are related problems that need to be addressed.

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

**Error Message**

%COMMON\_FIB-4-BROKERINVMMSG: Invalid message: %s, type %s, len %d

**Explanation** An invalid message has been received by this broker.

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

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

**Error Message**

%COMMON\_FIB-4-CHAIN\_INSERT\_INCONS1: Attempting to insert %p after %p but it is still pointed at by %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-CHAIN\_INSERT\_INCONS2: Attempting to insert %p after %p but it has prev set to %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-CHAIN\_REMOVE\_INCONS1: Attempting to remove [hex] but prev [hex] points at [hex] instead

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR.

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

**Error Message**

%COMMON\_FIB-4-CHAIN\_REMOVE\_INCONS2: Attempting to remove [hex] but it has no prev [hex]

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR.

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

**Error Message**

%COMMON\_FIB-4-CHAIN\_REMOVE\_INCONS3: Attempting to remove [hex] with next [hex] thinks its prev is [hex]

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR.

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

**Error Message**

%COMMON\_FIB-4-CONFLICTING\_PLATFORM\_CONFIG: The platform has enabled and prohibited %s for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-DISABLING: %s CEF is being disabled due to a fatal error.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBHWIDB: No fibhwidb for %s found during %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBHWIDBMISMATCH: Mis-match between hwidb %s (ifindex %d) and fibhwidb %s (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBIDB: No fibidb found for %s during %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBIDBMISMATCH: Mis-match between idb %s (if\_number %d) and fibidb %s (if\_number %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBMISSINGHWIDB: No fibhwidb while initializing fibidb for %s (if\_number %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBMSG: Invalid message received. Type %s, event/sub-type %d, length %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBNULLHWIDB: Missing hwidb for fibhwidb %s (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBNULLIDB: Missing idb for fibidb %s (if\_number %d).

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBXDR\_NOTREG: XDR client (%s) should be registered.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIBXDR\_REGISTRATION: Unable to register XDR client (%s).

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIB\_HWSB\_BAD\_UNLINK: HW subblock ([chars] / [dec]) on [chars] - should already be unlinked.

**Explanation** The specified hardware subblock should have had its existing links removed, but links were detected. The error has been corrected, but should be reported as the subblock is not being processed correctly and this condition may indicate that there are additional related problems.

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



**Error Message**

%COMMON\_FIB-4-FIB\_RECURSION: [chars] has too many ([int]) levels of recursion during [chars]

**Explanation** CEF discovered that the routing for a prefix involved excessive levels of recursion. It was forced to terminate an operation on the entry for that prefix. This condition is likely to be caused by a recursion loop.

**Recommended Action** If the problem persists, enter **show** commands to display the RIB and CEF information for the prefix in question and check the configuration for the prefix.

**Error Message**

%COMMON\_FIB-4-FIB\_SB\_ADD\_FAIL: Attempted add of subblock of type '%s' (%d) for %s failed%s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-FIB\_SWSB\_BAD\_UNLINK: SW subblock ([chars] / [dec]) on [chars] - should already be unlinked.

**Explanation** The specified hardware subblock should have had its existing links removed, but links were detected. The error has been corrected, but should be reported as the subblock is not being processed correctly and this condition may indicate that there are additional related problems.

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

**Error Message**

%COMMON\_FIB-4-HWPREFIXINCONST1: Hardware on RP missing prefix for %s/%d in FIB table %s (present in RP FIB) [%s]

**Explanation** A passive consistency checker discovered a prefix in the RP FIB table which is not present in the hardware forwarding table on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the prefix in CEF and routing table. Try disable/enable CEF if the prefix is missing.

**Error Message**

%COMMON\_FIB-4-HWPREFIXINCONST2: Hardware in slot %s missing prefix for %s/%d in FIB table %s (present in LC FIB) [%s]

**Explanation** A passive consistency checker discovered a prefix in the LC FIB table which is not present in the hardware forwarding table on this linecard. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the prefix in CEF and routing table. Try disable/enable CEF if the prefix is missing.

**Error Message**

%COMMON\_FIB-4-HWPREFIXINCONST3: RP missing prefix for %s/%d in FIB table %s (present in RP hardware) [%s]

**Explanation** A passive consistency checker discovered a prefix in the hardware table which is not present in the FIB forwarding table on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the prefix in CEF and routing table. Try disable/enable CEF if the prefix is missing.

**Error Message**

%COMMON\_FIB-4-HWPREFIXINCONST4: Slot %s missing prefix for %s/%d in FIB table %s (present in LC hardware) [%s]

**Explanation** A passive consistency checker discovered a prefix in the LC hardware table which is not present in the FIB forwarding table on this linecard. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the prefix in CEF and routing table. Try disable/enable CEF if the prefix is missing.

**Error Message**

%COMMON\_FIB-4-ISSUBUFFERTOOSHORTMSG: Message %s for slots %s is too large (%d bytes, max %d)

**Explanation** There is not enough buffer space for ISSU transformations. The message must not proceed any further or a buffer overrun may result.

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

**Error Message**

%COMMON\_FIB-4-ISSUENCODEWRONGLEN: Message %s for slots %s is wrong length (%d, should be %d)

**Explanation** The encoded message length doesn't match the expected length. Message will not be sent.

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

**Error Message**

%COMMON\_FIB-4-LCPREFIXINCONST1: Slot %s missing prefix entry for %s in FIB table %s when looking up %s [%s]

**Explanation** A packet arrived on the linecard, but the lookup of the destination IP address failed to find this prefix in the forwarding table. However the prefix is present on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard. You can also try a clear adjacency command to reload host prefixes.

**Error Message**

%COMMON\_FIB-4-LCPREFIXINCONST2: Slot %s prefix entry for %s/%d in FIB table %s [%s] reason: %s

**Explanation** A passive consistency checker discovered a prefix that is present on the RP, but is inconsistent in the forwarding table of the linecard. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard. You can also try a clear adjacency command to reload host prefixes.

**Error Message**

%COMMON\_FIB-4-RPPREFIXINCONST1: RP prefix for %s/%d in FIB table %s (inconsistent on slot %s - %s) [%s]

**Explanation** A passive consistency checker discovered a prefix in the forwarding table of the linecard which is inconsistent on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard.

**Error Message**

%COMMON\_FIB-4-RPPREFIXINCONST2: RP missing prefix for %i%m in FIB table %s (present in routing table) [%s]

**Explanation** A passive consistency checker discovered a prefix in the routing table which is not present in the CEF forwarding table on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the prefix in CEF and routing table. Try disable/enable CEF if the prefix is missing.

**Error Message**

%COMMON\_FIB-4-RPPREFIXINCONST3: RP has prefix %s/%d in FIB table %s (missing in routing table) [%s]

**Explanation** A passive consistency checker discovered a prefix in the CEF forwarding table which is not present in the routing table. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the prefix in CEF and routing table. Try disable/enable CEF if the prefix is missing.

**Error Message**

%COMMON\_FIB-4-RPPREFIXINCONST4: RP has prefix[p]/[dec] in FIB table [chars] (missing in routing table) [[chars]]

**Explanation** A passive consistency checker has discovered a prefix in the CEF forwarding table that is not present in the routing table. This may be a transient condition.

**Recommended Action** If the same prefix is generating errors repeatedly, check the prefix on the RP and the routing table. If the prefix is missing, attempt to disable and enable CEF.

**Error Message**

%COMMON\_FIB-4-SB\_STAT\_ENCODE: Encoding of %s %s stats XDR too big

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

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

**Error Message**

%COMMON\_FIB-4-UNEQUAL: Ratio of unequal path weightings (%s) prevents oce %s from being used.

**Explanation** When attempting to setup the load balancing infrastructure for a prefix with unequal path weightings, CEF discovered that the range of weightings caused one or more paths to be excluded from the final set of load balancing paths. Load balancing will continue with the remaining paths.

**Recommended Action** Reduce the range of weightings to allow all the paths to be used.

**Error Message**

%COMMON\_FIB-6-FIB\_GSB\_TEST\_MSG: Test subblock error: %s

**Explanation** The subblock test command could not be completed successfully

**Recommended Action** No action is required.

**Error Message**

%COMMON\_FIB-6-FIB\_RECURSION: %s has too many (%u) levels of recursion during %s

**Explanation** CEF discovered that the routing for a prefix involved excessive many levels of recursion and was forced to terminate an operation on the entry for that prefix. This is likely to be caused by a recursion loop

**Recommended Action** If the problem persists use show commands to display the RIB and CEF information for the prefix in question and check its configuration.

## COMP Messages

**Error Message**

%COMP-3-BADCOMP: Interface %s Bad status returned from packet compression operation

**Explanation** An internal software error occurred.

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

**Error Message**

%COMP-3-COMPERR: %s: COMPRESS: (stac error!) status: %d, size in: %d, size out: %d

**Explanation** An internal software error occurred.

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

**Error Message**

%COMP-3-CONFIGBAD: Interface %s Compression internal configuration error

**Explanation** An internal software error occurred.

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

**Error Message**

%COMP-3-SIZEBAD: Interface %s Decompression size error

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message**

%COMP-3-SUBBLOCKERR: Interface %s compression subblock creation failed.

**Explanation** An internal software error occurred.

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

**Error Message**

%COMP-3-SYNCBAD: Interface %s Decompression sync error

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message**

%COMP-3-VERSIONBAD: Interface %s Compression Version mismatch expected %x received %x

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message**

%COMP-5-NOBUF: Interface %s %s

**Explanation** Interface serial0 compression getbuffer failed, causing Link Access Procedure, Balanced (LAPB) retransmissions.

**Recommended Action** Configure additional large and big buffers.

## COMPILED\_ACL Messages

**Error Message**

%COMPILED\_ACL-2-LIST\_CREATE: [chars]: failed to create row queue for node [int], Turbo ACL has been disabled temporarily

**Explanation** The system encountered an error while initializing a data structure required for the correct operation of Turbo ACL processing. Turbo ACL will be disabled until another recompilation has completed successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

#### Error Message

%COMPILED\_ACL-2-QUEUE\_INIT: [chars]: failed to initialize back-pointer list for row [int] in node [int], Turbo ACL has been disabled temporarily

**Explanation** The system encountered an error while initializing a data structure required for the correct operation of Turbo ACL processing. Turbo ACL will be disabled until another recompilation has completed successfully.

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

#### Error Message

%COMPILED\_ACL-3-INTERNAL\_ERROR: an unexpected internal error occurred: [chars]

**Explanation** An unexpected internal error occurred. This error might result in one or more flows being punted to the RP or in Turbo ACL not 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%COMPILED\_ACL-4-BACKPOINTER\_OVERFLOWED\_NOT\_EMPTY: [chars]: the back-pointer list for row [int] in node [int] is marked as overflowed but is not empty

**Explanation** The backpointer list for the row and node is marked as overflowed but is not empty.

**Recommended Action** Warning message. The row being freed will still be freed normally. No action is required.



**Error Message**

%COMPILED\_ACL-4-BACKPOINTER\_OVERFLOWED\_NOT\_EMPTY\_REFERENCES: [chars]: the back-pointer list for row [int] in node [int] is marked as overflowed but is not empty

**Explanation** The backpointer list for the row and node is marked as overflowed but is not empty.

**Recommended Action** Warning message. The row being freed will still be freed normally. No action is required.

**Error Message**

%COMPILED\_ACL-4-BACKPOINTER\_PROCESSING\_OVERFLOWED: [chars]: processing back-pointers in row [int] in node [int] but the list is marked as overflowed

**Explanation** An attempt was made to process backpointers for the given row so it could be freed, but the backpointer list for the row is marked overflowed. Software bug.

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

**Error Message**

%COMPILED\_ACL-4-BACKPOINTER\_WRONG: [chars]: entry at row [int], column [int] in node [int] does not reference row [int] in the node's child

**Explanation** Backpointer points to wrong location. Software bug or memory corruption.

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

**Error Message**

%COMPILED\_ACL-4-BAD\_PROCESS\_REFERENCES: [chars]: error while processing references for row [int] in node [int]: [chars]

**Explanation** Error occurred while processing references.

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

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

#### Error Message

```
%COMPILED_ACL-4-BAD_ROW_FREE: [chars]: cannot free row [int] in node [int]:
[chars]
```

**Explanation** An internal error occurred while attempting to free the given row. Software bug or memory corruption error.

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

#### Error Message

```
%COMPILED_ACL-4-DEFERRED_ENTRY_CONSISTENCY: [chars]: while [chars] in row [int]
in node [int], found deferred entry bitmap is [chars] but count is [int]
```

**Explanation** Internal software error.

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

#### Error Message

```
%COMPILED_ACL-4-ENTRY_COUNT: [chars]: row entry counters not allocated for node
[int] while freeing row [int]
```

**Explanation** Internal software error. Row entry counters not allocated for given node while freeing row.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

**Error Message**

```
%COMPILED_ACL-4-ROW_THROTTLE: [chars]: unable to re-queue row [int] on row queue for node [int]; node should not have been freed as it was written to only [int] ms ago
```

**Explanation** Unable to requeue row.

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

**Error Message**

```
%COMPILED_ACL-4-ROW_UPDATE: [chars]: cannot process row queue update for row [int] in node [int]: [chars]
```

**Explanation** Error occurred while processing row queue update for given row..

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

**Error Message**

```
%COMPILED_ACL-4-ROW_UPDATE_ENQUEUE: [chars]: cannot process row queue update for row [int] in node [int]: enqueue failed ([int]/[int] entries, list is [chars]valid, entry is [chars]enqueued)
```

**Explanation** Row queue update failed.

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

**Error Message**

```
%COMPILED_ACL-5-LIST_INFO: [chars]: failed to set list information function for node [int]'s row queue (ID [int])
```

**Explanation** The system encountered an error while initializing a function vector used for debugging purposes. Turbo ACL will continue to function correctly, but the **show list** ID command will not show Turbo ACL-specific information for the specified list ID number.

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

## COMP\_MATRIX Messages

**Error Message**

```
%COMP_MATRIX-3-PRST_VBL: ISSU Compatibility Matrix use of persistent variables ([chars])
```

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show persistent variable** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%COMP_MATRIX-3-PRST_VBL_DELETE: ISSU Compatibility Matrix was unable to delete a persistent variable from the [chars] system (rc = [dec]).
```

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

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

open a case with the Technical Assistance Center via the Internet at <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

```
%COMP_MATRIX-3-PRST_VBL_GET: ISSU Compatibility Matrix was unable to read a persistent variable from the local system (rc = [dec]).
```

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

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

```
%COMP_MATRIX-3-PRST_VBL_WRITE: ISSU Compatibility Matrix was unable to write to persistent variables on the [chars] system (rc = [dec]).
```

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

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

%COMP\_MATRIX-4-DISABLED: Compatibility Matrix has been disabled. No image compatibility checking will be done.

**Explanation** The ISSU compatibility matrix check has been disabled via configuration command **no service image-version compatibility**. When the standby comes up, no image compatibility checking will be done, which results in SSO redundancy mode even if the active and standby are running different images.

**Recommended Action** The ISSU compatibility matrix check has been disabled using the global configuration command **no service image-version compatibility**. Redundancy mode would be SSO. Ensure this is your intention or change configuration using **service image-version compatibility**.

## CONFIG Messages

**Error Message**

%CONFIG-0-BADSPEED: Incorrect PCA speed passed to cbus attention exit routine

**Explanation** The router has attempted to configure a PCA with an invalid channel speed.

**Recommended Action** The CIP has recovered by ignoring the request. Report this error to your Cisco technical support representative.

**Error Message**

%CONFIG-3-BADFLUSH: Buffers not freed prior to shutdown: scb=[hex], addr=[hex]

**Explanation** During the shutdown processing, buffers were found queued to the channel. One of the device tasks did not properly flush the data prior to shutting down.

**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**

%CONFIG-3-BADVCN: Virtual circuit number ([dec]) too large

**Explanation** The virtual circuit number specified by the Route Processor on a configuration request is too large. This is an internal logic error. The configuration request was ignored. This error message should happen only when a new configuration statement is added to a CIP.

**Recommended Action** Enter the show extended channel command or the show extended vc command. Enter the show tech-support command. Report all the command output to your Cisco technical support representative.

**Error Message**

%CONFIG-3-CLAWDEV: CLAW device address ([hex]) must be even

**Explanation** The Route Processor has attempted to configure an odd address for a CLAW device. CLAW configuration requests must specify an even address. This is an internal logic error. The configuration request was ignored.

**Recommended Action** Issue the show extended channel command or the show extended vc command. Issue the show tech-support command. Report all the command output to your Cisco technical support representative.

**Error Message**

%CONFIG-3-CONFIGINIT: Invalid config registry identifier [dec]

**Explanation** During initialization, each application receives configuration commands from the system registers routines to process its configuration commands. In this case, an incorrect registration identifier was used. This is a fatal error.

**Recommended Action** The CIP has been restarted.

**Error Message**

%CONFIG-3-DIFFDEVT: Device type ([dec]) does not match device [hex] device type ([dec])

**Explanation** The router has attempted to remove an existing device but has provided an incorrect device type. This is an internal logic error. The original configuration remains.

**Recommended Action** If this error message occurs repeatedly, copy the error message exactly as it appears, issue the show extended channel subchannel EXEC command and the show tech-support commands, and provide your Cisco technical service representative with the command output.

**Error Message**

%CONFIG-3-DOWNREV: The [chars] feature is not supported on CIP HW rev [dec].[dec]. Please upgrade your CIP

**Explanation** A feature was configured that is not supported on this CIP hardware revision. The feature was activated but is not guaranteed to work properly.

**Recommended Action** Upgrade your CIP to either a CIP with hardware version 4.4 or a CIP2.

**Error Message**

%CONFIG-3-DUPDEV: Duplicate device address ([hex])

**Explanation** The Route Processor has attempted to configure a device that already exists. This is an internal logic error. The configuration request was ignored.

**Recommended Action** If this problem is reproducible, provide the information on how to reproduce it to your Cisco technical service representative together with the output of show&#amp;#160;extended channel and show tech-support commands.

**Error Message**

```
%CONFIG-3-DUPVCN: Virtual circuit number [dec] already in use.  
Path=[hex] [hex] [hex] Device=[hex]
```

**Explanation** The Route Processor has attempted to configure a device using a virtual circuit number that was already in use by another device. This is an internal logic error. The configuration request was ignored. This error message only should happen when a new configuration statement is added to a CIP.

**Recommended Action** If this problem is reproducible, provide the information on how to reproduce it to your Cisco technical service representative together with the output of `show&#160;extended channel` and `show tech-support` commands.

**Error Message**

```
%CONFIG-3-DUPVCN2: VCN [dec] already in use: ([hex]-[hex]-[hex]), no device found
```

**Explanation** The Route Processor has attempted to configure a device using a virtual circuit number that was already in use. There was no device found associated with this virtual circuit number. This is an internal logic error. The configuration request was ignored. This error message should happen only when a new configuration statement is added to a CIP.

**Recommended Action** If this problem is reproducible, provide the information on how to reproduce it to your Cisco technical service representative together with the output of the `show&#160;extended channel` and `show tech-support` commands.

**Error Message**

```
%CONFIG-3-NOAPPLSPC: Error allocating storage for application block
```

**Explanation** No memory was available for allocation to an application control block. The configuration request was ignored.

**Recommended Action** Install more memory for the CIP, or configure fewer devices.

**Error Message**

```
%CONFIG-3-NOCONFIG: No configuration routine registered for entry [dec]: [chars]
```

**Explanation** Configuration command processing is dynamically set up when features are added to an image. The feature required to process a configuration command is not a part of the current image.

**Recommended Action** Either run a CIP microcode load that supports the configuration command being issued or do not issue that configuration command.



**Error Message**

%CONFIG-3-NOUI: Control unit image does not exist for [hex][hex][hex]

**Explanation** The Route Processor has attempted to unconfigure a device, but the control unit image for the device could not be located. This is an internal logic error. The unconfigure request was ignored.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and issue the `show&#160;extended&#160;channel` and `show tech-support` commands, 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 extended channel / sub and show tech-support` command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONFIG-3-NODEV: Device [hex] is not defined

**Explanation** The Route Processor has attempted to unconfigure a device, but the device was not defined. This is an internal logic error. The unconfigure request was ignored.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and issue the `show&#160;extended&#160;channel` and `show tech-support` commands, 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 extended channel / sub and show tech-support` command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONFIG-3-NODEVSPC: Error allocating storage for device block

**Explanation** No memory was available for allocation to a device block. The configuration request is ignored.

**Recommended Action** Install more memory for the CIP, or configure fewer devices.

**Error Message**

%CONFIG-3-NOFREEPATH: No free paths - only 64 may be specified

**Explanation** An attempt was made to configure more than 64 different paths. Only 64 paths are supported. The configuration request was ignored.

**Recommended Action** Configure fewer paths.

**Error Message**

%CONFIG-3-NOEMEM: [chars]

**Explanation** Not enough memory is available to process configuration commands on the channel adapter.

**Recommended Action** Verify the amount of memory installed on the channel adapter and upgrade if necessary.

**Error Message**

%CONFIG-3-NOPATHSPC: Error allocating storage for logical path table

**Explanation** No memory was available for allocation to the logical path table. The configuration request was ignored.

**Recommended Action** Install more memory for the CIP, or configure fewer devices.

**Error Message**

%CONFIG-3-NOSPACE: No space to build configuration confirmation

**Explanation** Whenever the system sends a configuration command to the CIP, the CIP responds with a confirmation message. Sufficient memory was not available on the CIP to allocate a block to hold a confirmation message.

**Recommended Action** If you are not at the maximum CIP memory configuration, additional memory may be installed on the CIP. Otherwise, configure fewer channel connections.

**Error Message**

%CONFIG-3-NOVCN: Virtual circuit number ([dec]) is not defined

**Explanation** The Route Processor has attempted to unconfigure a device, but the virtual circuit number for the device is not defined. This is an internal logic error. The unconfigure request was ignored. This error message should happen only when a configuration statement is removed from a CIP.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and issue the show&#160;extended&#160;channel and show tech-support commands, 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 extended channel / sub and show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONFIG-3-OFFLDEV: Offload device address ([hex]) must be even

**Explanation** The Route Processor has attempted to configure an odd address for an offload device. Offload configuration requests must specify an even address. This is an internal logic error. The configuration request was ignored.

**Recommended Action** If this problem is reproducible, provide the information on how to reproduce it to your Cisco technical service representative together with the output of the show&#160;extended channel and show tech-support commands.

**Error Message**

%CONFIG-3-STATEINIT: Too many state change notification routines

**Explanation** During initialization, each application that uses the virtual port adapter registers to receive notification when the shutdown or no shutdown commands are issued on that adapter. The table to hold these registration requests is too small. This is a fatal error. The CIP has been restarted.

**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**

%CONFIG-3-TOOBIG: Configuration comand ([dec]) is too large ([dec]) to process

**Explanation** A feature was configured in which the configuration command is larger than the channel adapter can process. The configuration command will be ignored by the channel adapter.

**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**

%CONFIG-3-TOOMANYDEV: Too many devices defined. Only 256 may be used

**Explanation** An attempt was made to define more than 256 devices. Only 256 devices are supported on an adapter. The configuration request was ignored.

**Recommended Action** Configure fewer devices.

**Error Message**

%CONFIG-3-UNEXPCFG: Configuration command code [dec] is not supported

**Explanation** Configuration command processing is dynamically set up when features are added to an image. The feature required to process a configuration command is not a part of the current image.

**Recommended Action** Either run a CIP microcode load that supports the configuration command being issued or do not issue that configuration command.

**Error Message**

%CONFIG-3-WORKLEFT: Work pending on work queue when device terminated

**Explanation** The CIP unconfigured a device and found that there were still messages left in its work queues. This is an internal logic error.

**Recommended Action** If this message occurs repeatedly or if it is reproducible, copy the error message exactly as it appears, issue the show extended channel and the show tech-support commands, 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 extended channel and show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONFIG-6-BAD\_DBTYPE: Bad port type ([dec])

**Explanation** The port type function has returned an invalid port type. This is an indication that the port adapter hardware is not working properly. This error message should occur only during CIP startup.

**Recommended Action** If this error message is reproducible or occurs randomly and repeatedly, copy the message exactly as it appears, 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.

## CONSENT Messages

**Error Message**

%CONSENT-6-ACCEPT: Name: %s | Result: ACCEPT | Host: %i | Policy: %s | Time: %s

**Explanation** This message indicates the consent has been accepted by the user.

**Recommended Action** This is an informational message and no action is required

**Error Message**

%CONSENT-6-DENY: Name: %s | Result: DENY | Host: %i | Time: %s

**Explanation** This message indicates the consent has been denied by the user.

**Recommended Action** This is an informational message and no action is required.

# CONST\_DIAG Messages

## Error Message

%CONST\_DIAG-2-HM\_FAB\_SWOVER: Fabric card switchover due to unrecoverable errors, Reason: Failed %s

**Explanation** system detected unrecoverable error caused this switchover

**Recommended Action** Please report this to the Cisco tech support

## Error Message

%CONST\_DIAG-2-HM\_LC\_CRSH: Module %d crashed due to unrecoverable errors, Reason: Failed %s

**Explanation** system detected unrecoverable error caused this crash

**Recommended Action** Please report this to the Cisco tech support

## Error Message

%CONST\_DIAG-2-HM\_MOD\_RESET: Resetting Module %d for software recovery, Reason: Failed %s

**Explanation** Module reset due to unrecoverable error detected

**Recommended Action** Please report this to the Cisco tech support

## Error Message

%CONST\_DIAG-2-HM\_SUP\_CRSH: Supervisor crashed due to unrecoverable errors, Reason: Failed %s

**Explanation** system detected unrecoverable error caused this crash

**Recommended Action** Please report this to the Cisco tech support

## Error Message

%CONST\_DIAG-2-HM\_SUP\_SWOVER: Supervisor card switchover due to unrecoverable errors, Reason: Failed %s

**Explanation** system detected unrecoverable error caused this switchover

**Recommended Action** Please report this to the Cisco tech support

**Error Message**

%CONST\_DIAG-2-HM\_SUP\_SWOVER\_FAIL: Supervisor card switchover is not triggered because standby supervisor is not ready

**Explanation** System detected an unrecoverable error caused this switchover.

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

**Error Message**

%CONST\_DIAG-3-BOOTUP\_TEST\_FAIL: %s: %s failed %s

**Explanation** The indicated test(s) failed during bootup diagnostics

**Recommended Action** Please contact your technical support representative for assistance

**Error Message**

%CONST\_DIAG-3-DIAG\_FIB\_TCAM\_TEST: Fib Tcam test: Missed at address 0x%08lx, device #%d, HRR = 0x%08lx, lookup value = %08lx-%08lx

**Explanation** The fib tcam device may be bad as the test failed to get a hit at the reported address and look-up value

**Recommended Action** Re-run the test with NO RESET option after resetting the module. If it fails again at the same address, copy the error message exactly as it appears. Copy down the system's configuration along with any other relevant information. Contact your technical support representative for assistance.

**Error Message**

%CONST\_DIAG-3-DIAG\_FW\_TEST\_CARD\_DOWN: Failed to disable module %d

**Explanation** The module could not be powered down after firmware diagnostics failed

**Recommended Action** Please contact your technical support representative for assistance

**Error Message**

%CONST\_DIAG-3-DIAG\_FW\_TEST\_CARD\_RESET: Failed to reset module %d

**Explanation** The module could not be reset after firmware diagnostics failed

**Recommended Action** Please contact your technical support representative for assistance

**Error Message**

%CONST\_DIAG-3-DIAG\_TEST\_PORT\_SKIP: Module %d %s skipped multiple ports  
[sp\_cpu\_util=%l, Traffic=%l%%,flow\_control=%s]

**Recommended Action** .

**Error Message**

%CONST\_DIAG-3-DIAG\_TEST\_SKIP: Module %d %s skipped [sp\_cpu\_util=%l, Traffic=%l%%,  
flow\_control=%s]

**Recommended Action** .

**Error Message**

%CONST\_DIAG-3-ERR\_DETECTED: [chars] - Error: [chars]

**Explanation** Unavailable

**Recommended Action** Unavailable

**Error Message**

%CONST\_DIAG-3-HM\_ALL\_PORT\_ERR: All ports on module %d failed %s.

**Explanation** The datapaths corresponding to all ports of the module are bad.

**Recommended Action** Check your network configuration for spanning tree loops, excessive flooding, etc. Reset the linecard to see if the problem disappears. If not please contact your technical support representative for assistance.

**Error Message**

%CONST\_DIAG-3-HM\_CHAN\_ERR: All ports in channel %d on module %d failed %s.  
Disabled the channel.

**Explanation** The datapath corresponding to the channel is bad. All ports part of the channel are put into errdisable state.

**Recommended Action** Check your network configuration for spanning tree loops, excessive flooding, etc. Reset the linecard to see if the problem disappears. If not please contact your technical support representative for assistance.

**Error Message**

%CONST\_DIAG-3-HM\_CONFIG\_FAIL: [chars] failed in health monitoring configuration  
(error code [dec])

**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/tac>. With some messages, these tools and utilities will supply clarifying

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

#### Error Message

```
%CONST_DIAG-3-HM_FCI_0_STUCK: FCI L0 stuck on active-low. Module [dec] is detecting flow-control on the backplane.
```

**Explanation** The signal LDBUS\_FCI\_L0 is stuck on active-low. Any switching activity is stalled until the condition leading to the flow control is removed.

**Recommended Action** Remove/power-down the modules one-by-one until the problem disappears. The last module removed must have been the culprit. Re-insert all other modules and contact your technical support representative for further assistance.

#### Error Message

```
%CONST_DIAG-3-HM_PORT_ERR: Port %d on module %d failed %d consecutive times. Disabling the port.
```

**Explanation** The datapath corresponding to the port is bad. The port is put into errdisable state.

**Recommended Action** Reset the linecard to see if the problem disappears. If not please contact your technical support representative for assistance.

#### Error Message

```
%CONST_DIAG-3-HM_PORT_ERR_3X: Port [dec] on module [dec] is not allowed to clear err-disabled state due to 3rd series of [chars] failures. Port will remain in err-disabled state.
```

**Explanation** The datapath corresponding to the port is bad. The port is kept in err-disabled state.

**Recommended Action** Reset the line card to see if the problem disappears. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.



**Error Message**

%CONST\_DIAG-3-HM\_TEST\_FAIL: Module %d %s consecutive failure count:%d

**Explanation** System detected unrecoverable error

**Recommended Action** Please report this to the Cisco tech support

**Error Message**

%CONST\_DIAG-3-SPA\_DIAG\_FAILURE: Sub-Module [dec]/[dec] has Major online diagnostic failure. [chars]

**Explanation** This submodule has a Major online diagnostic failure.

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

**Error Message**

%CONST\_DIAG-3-SUP\_FAILURE: %s supervisor has %s online diagnostic failure 0x%x: %s

**Explanation** This supervisor has online diagnostic failure.

**Recommended Action** Depending on the sup diag failure as minor, major and critical, supervisor bootup process will display warning message, or crash it to rommon state.

**Error Message**

%CONST\_DIAG-4-DIAG\_DETECT\_FABRIC\_CHAN\_LOW\_RATE: Module %d fabric channel %d %s is under flow control.

**Explanation** Diagnostic test has detected fabric low buffer rate

**Recommended Action** Flow control is occurring in the system. Analyze the system traffic and remove the traffic source that causes flow control. Enter the show fabric utilization command to check the overall traffic pattern.

**Error Message**

%CONST\_DIAG-4-DIAG\_SUGGEST\_ACTION\_DUE\_TO\_FABRIC\_CHAN\_FLOW\_CONTROL: Flow control is occurring in the system. Analyze the system traffic and remove the traffic source that causes flow control.

**Explanation** Diagnostic test has detected fabric low buffer rate.

**Recommended Action** Flow control is occurring in the system. Analyze the system traffic and remove the traffic source that causes flow control. Enter the **show fabric utilization** command to check the overall traffic pattern.

**Error Message**

%CONST\_DIAG-4-ERROR\_COUNTER\_DATA: [chars]

**Explanation** Unavailable.

**Recommended Action** Unavailable.

**Error Message**

%CONST\_DIAG-4-ERROR\_COUNTER\_WARNING: Module [dec] Error counter exceeds threshold, system operation continue.

**Explanation** Unavailable.

**Recommended Action** Unavailable.

**Error Message**

%CONST\_DIAG-4-HM\_TEST\_WARNING: Sup switchover will occur after %d consecutive failures

**Explanation** system detected unrecoverable error

**Recommended Action** Please report this to the Cisco tech support

**Error Message**

%CONST\_DIAG-6-DIAG\_ONDEMAND\_NOT\_SUPPORTED: %s is not supported on-demand for module %d

**Recommended Action** .

**Error Message**

%CONST\_DIAG-6-DIAG\_RERUN\_RESET: Resetting Module %d to re-run %s diagnostic

**Explanation** Resetting the module to re-run diagnostics

**Recommended Action** Nothing. This is an informational message and the system is working properly.

**Error Message**

```
%CONST_DIAG-6-HM_MESSAGE: High traffic/CPU util seen on Module %d
[SP=%d%%,RP=%d%%,Traffic=%d%%]
```

**Explanation** Health-Monitoring test is skipped due to high system resource utilization

**Recommended Action** This is just for information. No action is required

**Error Message**

```
%CONST_DIAG-6-HM_TEST_INFO: CPU util(5sec): SP=%d%% RP=%d%% Traffic=%d%%
netint_thr_active[%d], Tx_Rate[%d], Rx_Rate[%d]
```

**Explanation** System resource information during the event

**Recommended Action** This is just for information. No action is required

**Error Message**

```
%CONST_DIAG-6-HM_TEST_RECOVERED: Module %d %s recovered after %d consecutive
failure(s)
```

**Explanation** Health-Monitoring test recovered from transient failure(s)

**Recommended Action** This is just for information. No action is required

**Error Message**

```
%CONST_DIAG-6-HM_TEST_SP_INFO: [chars][[dec]]: last_busy_percent[[dec%]],
Tx_Rate[[dec]], Rx_Rate[[dec]]
```

**Explanation** System resource information during the event.

**Recommended Action** Informational message only. No action is required.

## CONST\_EFB Messages

**Error Message**

```
%CONST_EFP-3-PER_NP_SCALE_EXCEED:Scale limit reached for Service Instances per NP
on slot:[dec], NP:[dec]. Maximum allowed are [dec] Service Instances.
```

**Explanation** New service instances creations were rejected because the maximum limit of 8000 service instances per network processor (NP) was created.

**Recommended Action** Reconfigure the service instances appropriately across the NPs so that the number of services instances does not exceed the maximum limit.

# CONST\_ISSU Messages

## Error Message

%CONST\_ISSU-2-NEGO\_NOT\_DONE: %s(%d): ISSU Negotiation not complete

**Explanation** Unable to complete ISSU 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

%CONST\_ISSU-3-CAPENTRY\_REG: %s(%d): failed to register a capability entry (%s)

**Explanation** The ISSU client failed to register a capability entry

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

## Error Message

%CONST\_ISSU-3-CAPGROUP\_REG: %s(%d): failed to register a capability group (%s)

**Explanation** The ISSU client failed to register a capability group

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

**Error Message**

%CONST\_ISSU-3-CAPTYPE\_REG: %s(%d): failed to register capability type (%s)

**Explanation** The ISSU client failed to register a capability type

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

**Error Message**

%CONST\_ISSU-3-CAP\_EXCHANGE: %s(%d): Capability exchange failed with error (%s)

**Explanation** The capability exchange failed, the ISSU client is unable to process the received capability

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

**Error Message**

%CONST\_ISSU-3-CAP\_REG: %s(%d): failed to register its capabilities (%s)

**Explanation** The capabilities of the ISSU client could not be registered

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

**Error Message**

%CONST\_ISSU-3-CF\_SEND: %s(%d): Client failed to send message (%d)

**Explanation** ISSU client cannot send a negotiation message to a peer

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

**Error Message**

%CONST\_ISSU-3-CLIENT\_REG: %s(%d): Client failed to register (%s)

**Explanation** The ISSU Client could not be registered

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

**Error Message**

%CONST\_ISSU-3-CLIENT\_REG\_FAILED: %s(%d): Client is not initialized

**Explanation** The ISSU Client is not yet initialized. The negotiation for this client is not yet done.

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

**Error Message**

%CONST\_ISSU-3-CONST\_MTU\_NOT\_ENOUGH: %s(%d): Requested buffer size (%d) is greater than the max MTU size (%d)

**Explanation** Checkpoint buffer size requested is greater than the max MTU size checkpoint supports

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

**Error Message**

%CONST\_ISSU-3-ENTITY\_REG: %s(%d): failed to register the entity (%s)

**Explanation** The ISSU entity could not be registered

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

**Error Message**

%CONST\_ISSU-3-ENTITY\_UNREG: %s(%d): failed to unregister the entity (%s)

**Explanation** The ISSU entity could not be unregistered

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

**Error Message**

%CONST\_ISSU-3-ICC\_SEND: %s(%d): Client failed to send message

**Explanation** ISSU client cannot send a negotiation message to a peer

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

**Error Message**

%CONST\_ISSU-3-MSGGROUP\_REG: %s(%d): failed to register a message group (%s)

**Explanation** The ISSU client failed to register a message group

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

**Error Message**

%CONST\_ISSU-3-MSGTYPE\_REG: %s(%d): failed to register a message type (%s)

**Explanation** The ISSU client failed to register a message type

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

**Error Message**

%CONST\_ISSU-3-MSG\_MTU: %s(%d): Client failed to get mtu for message %d (%s)

**Explanation** %s(%d): client cannot get the MTU for a message type

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



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

#### Error Message

%CONST\_ISSU-3-MSG\_NOT\_OK: %s(%d): ISSU message type (%d) is not compatible

**Explanation** ISSU received a message not compatible with the running version.

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

#### Error Message

%CONST\_ISSU-3-MSG\_POLICY: %s(%d): Client failed to negotiate version for message type (%d), error (%s)

**Explanation** ISSU client cannot negotiate message to a peer

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

#### Error Message

%CONST\_ISSU-3-MSG\_REG: %s(%d): failed to register its messages (%s)

**Explanation** Messages for the ISSU client could not be registered

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

**Error Message**

%CONST\_ISSU-3-NEGO\_PROCESS: %s(%d): Cannot create process: %s

**Explanation** The process to negotiate the session for the specified ISSU client cannot be created.

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

**Error Message**

%CONST\_ISSU-3-SESSION\_REG: %s(%d): session failed to register (%s)

**Explanation** The client's ISSU session could not be registered

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

**Error Message**

%CONST\_ISSU-3-SESSION\_UNREG: %s(%d): session (%d) failed to unregister (%s)

**Explanation** The client's ISSU session could not be unregistered

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

**Error Message**

%CONST\_ISSU-3-START\_NEGO\_FAILED: %s(%d): failed to start negotiation (%s)

**Explanation** The ISSU client cannot start its 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/tac>. With some messages, these tools and utilities will supply clarifying

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

#### Error Message

```
%CONST_ISSU-3-TRANSFORM_FAILED: %s(%d): %s transformation failed (%s)
```

**Explanation** The transformation operation for the ISSU message has failed

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

## CONST\_MFIB\_LC Messages

#### Error Message

```
%CONST_MFIB_LC-6-ADJ_V6MCAST_ALLOC_FAILURE: Failed to allocate Adjacency for IPv6 multicast entry (S[ipv6_addr], G[ipv6_addr])
```

**Explanation** The system was unable to allocate an adjacency for this particular flow. The affected flow will be retried and will be software switched until it is successfully installed in the hardware.

**Recommended Action** The adjacency table utilization could be very high and must be brought down. Removing some hardware switched flows would help solve the problem.

#### Error Message

```
%CONST_MFIB_LC-6-FIB_MCAST_INSTALL_FAILURE: Failed to install FIB multicast entry (table:[dec], S:[chars], G:[chars])
```

**Explanation** The maximum FIB entry limit has been exceeded so the FIB entries cannot be allocated by the CONST\_MFIB\_LC.

**Recommended Action** The FIB table utilization is too high and must be reduced. The total number of Multicast shortcuts are too large to fit in the FIB table. As a result, the subsequent shortcuts will be software switched. Reducing the FIB utilization by other protocols would help solve the problem.

**Error Message**

%CONST\_MFIB\_LC-6-FIB\_V6MCAST\_INSTALL\_FAILURE: Failed to install FIB IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** The FIB entry limit has been exceeded so the FIB entries cannot be allocated by the CONST\_MFIB\_LC.

**Recommended Action** The FIB table utilization is too high and must be reduced. The total number of Multicast shortcuts are too large to fit in the FIB table. As a result, the subsequent shortcuts will be software switched. Reducing the FIB utilization by other protocols would help solve the problem.

**Error Message**

%CONST\_MFIB\_LC-6-MET\_MCAST\_ALLOC\_FAILURE: Failed to allocate MET entries for IP multicast entry (S:[chars], G:[chars])

**Explanation** The system is unable to allocate MET entries for this particular flow. The affected flow will be retried and will be software switched until it gets successfully installed in the hardware.

**Recommended Action** The MET utilization could be very high and must be reduced. Removing some hardware switched flows would help solve the problem

**Error Message**

%CONST\_MFIB\_LC-6-NF\_V6MCAST\_INSTALL\_FAILURE: Failed to install Netflow IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** The multicast entry cannot be installed due to Netflow full condition or a Hash collision.

**Recommended Action** The NetFlow table utilization is too high and must be reduced. The total number of multicast shortcuts are too large to fit in the NetFlow table. As a result, these shortcuts will be software switched. Removing dynamically created NetFlow IPv6 entries or disabling dynamic NetFlow entry creation would help solve the problem.

**Error Message**

%CONST\_MFIB\_LC-6-SW\_V6MCAST\_INSTALL\_FAILURE: Failed to install IPv6 multicast entry, due to [chars] (S[ipv6\_addr], G[ipv6\_addr]), C:[dec])

**Explanation** The system is unable to install an IPv6 entry due to unrecoverable software failures.

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

**Error Message**

%CONST\_MFIB\_RP-6-REPLICATION\_MODE\_CHANGE: Replication Mode Change Detected.  
Current system replication mode is [chars]

**Explanation** When automatic detection of the replication mode is enabled, the system will transition to ingress mode when an egress-incapable line card is inserted. The system will transition back to egress mode when the last egress-incapable line card is removed. The transition between ingress and egress modes will cause temporary loss of traffic.

**Recommended Action** To prevent traffic loss, enter the **ipv6 mfib hardware-switching replication-mode ingress** command.

## CONST\_V6 Messages

The following are CONST V6 messages.

**Error Message**

%CONST\_V6-3-FIB\_EXCEP\_OFF: Protocol IPv6 recovered from FIB exception

**Explanation** A reload of the IPv6 CEF table to hardware FIB TCAM was successful. All IPv6 packets will be switched by the hardware.

**Recommended Action** No action is required.

**Error Message**

%CONST\_V6-3-FIB\_EXCEP\_ON: Failed to insert an IPv6 prefix in hardware FIB TCAM. Some IPv6 packets might be dropped. Use 'mls cef maximum-routes' to modify the FIB TCAM partition or/and consider a hardware upgrade. Examine your network and collect the necessary information from this setup. The only way to recover from this state is by reloading the router.

**Explanation** FIB TCAM Exception. The switch failed to insert an IPv6 entry into the hardware FIB TCAM because the total number of software forwarding entries exceeds the hardware FIB TCAM limit. Some IPv6 packets might be dropped. Enter the **mls cef maximum-routes** command to modify the FIB TCAM partition or/and consider a hardware upgrade. Examine your network and collect the necessary information from this setup. The only way to recover from this state is by reloading the router.

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

**Error Message**

%CONST\_V6-5-FIB\_EXCEP\_OFF: Protocol IPv6 recovered from FIB exception

**Explanation** A reload of the IPv6 CEF table to hardware FIB TCAM was successful. All IPv6 packets will be switched by the hardware

**Recommended Action** No action is required.

**Error Message**

%CONST\_V6-5-FIB\_EXCEP\_ON: Failed to insert an IPv6 prefix in hardware FIB TCAM

**Explanation** FIB TCAM Exception. The switch failed to insert an IPv6 entry into the hardware FIB TCAM because the total number of software forwarding entries exceeds the hardware FIB TCAM limit. Some IPv6 packets might be switched by the software

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

## CONT\_SCAN Messages

**Error Message**

%CONT\_SCAN-3-CONNECTIVITY: [chars] tower [IP\_address] (Domain: [chars]) is [chars]

**Explanation** The Content Scan Engine (CSE) indicates the status of connectivity to the tower.

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

**Error Message**

%CONT\_SCAN-4-START\_SESSION: Starting [chars] session from [IP\_address]:[dec] (User/User-Group: [chars]/[chars]) to [IP\_address]:[dec]

**Explanation** The Content Scan Engine (CSE) has created a session.

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

**Error Message**

%CONT\_SCAN-4-STOP\_SESSION: Stopping [chars] session from [IP\_address]:[dec] (User/User-Group: [chars]/[chars]) to [IP\_address]:[dec]

**Explanation** The Content Scan Engine (CSE) has destroyed a session.

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

**Error Message**

%CONT\_SCAN-3-TOWER\_CHANGE: Choosing the tower [IP\_address] (Domain: [chars]) as primary.

**Explanation** The Content Scan Engine (CSE) indicates that the primary tower has changed.

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

**Error Message**

%CONT\_SCAN-3-UNREACHABLE: Connection to both Primary and secondary is lost. Disabling content scanning.

**Explanation** The Content Scan Engine (CSE) indicates that the connectivity to the primary tower is lost.

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

**Error Message**

%CONT\_SCAN-4-WHITE\_LIST: Connection from [IP\_address]:[dec] to [IP\_address]:[dec] white listed matching ACL [chars].

**Explanation** The Content Scan Engine (CSE) indicates that the session has bypassed the Scansafe tower.

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

**Error Message**

%CONT\_SCAN-4-WHITE\_LIST\_HOST: Connection from [IP\_address]:[dec] to [IP\_address]:[dec] white listed matching Header:Host [chars].

**Explanation** The Content Scan Engine (CSE) indicates that the session has bypassed the Scansafe tower.

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

**Error Message**

%CONT\_SCAN-4-WHITE\_LIST\_UA: Connection from [IP\_address]:[dec] to [IP\_address]:[dec] white listed matching Header:User-Agent [chars].

**Explanation** The Content Scan Engine (CSE) indicates that the session has bypassed the Scansafe tower.

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

## CONTROLLER Messages

**Error Message**

%CONTROLLER-2-CRASHED: Interface Processor in slot %d not responding (%x): shutting it down

**Explanation** A controller stopped responding to commands over the cBus, so it was put into shutdown mode.

**Recommended Action** Re-enable the controllers by issuing the no shut configuration command on all controllers on the card, or hotswap out the bad card and install the new one. You must still manually no shut the controllers.

**Error Message**

%CONTROLLER-2-FIRMWARE: Controller %s, %s

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

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

**Error Message**

%CONTROLLER-2-NOTFOUND: For controller %s

**Explanation** An internal software error occurred.

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



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

#### Error Message

```
%CONTROLLER-3-INBAND_BAD_PAK: Possibly un-encapsulated packet passed to Mistral:
int %s, type %u, stat 0x%x, flags 0x%x, size %d, offset %d, total %u
```

**Explanation** A badly-encapsulated packet was received from the process level.

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

#### Error Message

```
%CONTROLLER-3-INBAND_INVALID_IBL_FILL: Attempting to issue IBL Fill when IBL is
void of packet.
```

**Explanation** The IBL did not contain any packets, and an IBL fill operation was attempted.

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

#### Error Message

```
%CONTROLLER-3-MISTRAL_INVALID_OBL_PAGE_REQUEST: Invalid request for free 'Output
Buffer Logic' pages = %d
```

**Explanation** Invalid 'Output Buffer Logic' page request, The maximum number of OBL pages has been set to its maximum value of 40 and processing will continue via the normal switching path.

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

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

**Error Message**

%CONTROLLER-3-NOT\_IDLE: Receive path not idle after the reset.

**Explanation** The receiving hardware is not idle after it has been reset.

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

**Error Message**

%CONTROLLER-3-NO\_GIG\_SYNC: Inband Gig interface not synchronized, status 0x%02x

**Explanation** The hardware for transmitting and receiving packets to and from the router is not functioning properly.

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

**Error Message**

%CONTROLLER-3-NO\_OBL\_TO\_INBAND: The System Controller OBL to INBAND semaphore not obtained.

**Explanation** The System Controller OBL to Inband semaphore could not be properly obtained.

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

**Error Message**

%CONTROLLER-3-NO\_SYSTEM\_CONTROLLER\_INIT\_STATUS: The System Controller init status of 0xf not obtained, status 0x%02x

**Explanation** The System Controller initialization status could not be properly obtained.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONTROLLER-3-SYSTEM\_CONTROLLER\_BUSY: The System Controller could not finish %s operation in time.

**Explanation** The System Controller failed in completing its operation.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONTROLLER-3-TOOBIG: An attempt made to send giant packet on %s (%d bytes from %x, max allowed %d)

**Explanation** An attempt was made to send an oversized packet.

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

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONTROLLER-5-CALLDROP: Controller %s, %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**

%CONTROLLER-5-CLOCKSTATE: Controller %s, %s

**Explanation** A configurable controller clock changed its state.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-DOWNDETAIL: Controller %s, changed state to %s due to %s

**Explanation** A configurable controller changed its state.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-HDLC\_INSUFF\_RESOURCE: Insufficient HDLC resources to enable channel %d

**Explanation** Limited number of HDLC channels can be allocated for this trunk

**Recommended Action** Please check the number of HDLC resources supported for this trunk card. Please contact your technical support representative.

**Error Message**

%CONTROLLER-5-LOOPSTATUS: Controller %s, %s

**Explanation** A configurable controller loopback status.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-RECEIVER: Controller [chars] has [chars]

**Explanation** The Controller has detected alarms or recovered from alarms.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-REMLOCALLOOP: Controller [chars], local loop [chars] [chars]

**Explanation** A configurable controller entered local loopback.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-REMLoop: Controller %s, remote loop %s %s

**Explanation** A configurable controller entered remote loopback.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-UPDOWN: Controller %s, changed state to %s

**Explanation** A configurable controller changed its state.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-UPDOWN\_BERT: BERT test %s on Controller %s. Forced state to %s

**Explanation** A configurable controller changed its state.

**Recommended Action** No action is required.

**Error Message**

%COPTMONMIB-3-ENTRYADDFAILED: Registering of the interface with ifIndex [dec] to local data structure failed

**Explanation** An attempt to make an entry for the registering interface has failed.

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

**Error Message**

%COPTMONMIB-3-ENTRYPRESENT: An entry is already present for the registering interface with ifIndex [dec]

**Explanation** An entry in the OPTICAL MONITORING MIB is already existing for the registering interface.

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

## CORETOOLS Messages

**Error Message**

%CORETOOLS-3-INTERNAL\_ERROR: %s(%d)

**Explanation** A Coretools Daemon internal error has occurred.

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

**Error Message**

%CORETOOLS-5-NOTICE: %s

**Explanation** This is a Coretools notification message.

**Recommended Action** This is not harmful and serves as a notification to operator.

**Error Message**

```
%CORETOOLS-3-NO_TRACE: Coretools Daemon trace initialization failed(%d)
```

**Explanation** The Coretools Daemon process failed to initialize the trace buffer. Operational log will not be available.

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

**Error Message**

```
%CORETOOLS-3-NO_UI: Fail to register Coretools service(%d)
```

**Explanation** There was a failure to register the Coretools provider. Coretools UI is not available.

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

## COT Messages

**Error Message**

```
%COT-1-DSP_MEM: %s
```

**Explanation** Failed to allocate memory for COT DSP event queue

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

**Error Message**

```
%COT-1-DSP_Q: %s
```

**Explanation** Failed to enqueue DSP event to COT DSP event queue

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

**Error Message**

```
%COT-1-INITSYS: %s
```

**Explanation** Failed to create a periodic process or chunk pool or cot/dsp queue for COT

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

**Error Message**

```
%COT-3-COT_TIMEOUT: COT operation timed out. COT failed. COT Request Type: [chars]
Request Details: shelf [dec] slot [dec] appl_no [dec] parent [dec] subslot [dec]
ds0 [dec]
```

**Explanation** A time-out condition has occurred during the COT test. Thus, COT operation has failed.

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



**Error Message**

%COT-3-DSP\_ERR: DSP Error. COT failed. COT Request Type: [chars] Request Details: shelf [dec] slot [dec] appl\_no [dec] parent [dec] subslot [dec] ds0 [dec]

**Explanation** An unexpected error has occurred on the DSP being tested for COT. Thus, COT operation has failed.

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

**Error Message**

%COT-3-INVALID\_REQ: Invalid COT request. COT failed. COT Request Type: [chars] Request Details: shelf [dec] slot [dec] appl\_no [dec] parent [dec] subslot [dec] ds0 [dec]

**Explanation** COT operation failed because the COT request received was invalid.

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

**Error Message**

%COT-3-NO\_DSP: No DSPs available to perform COT operation. COT failed. COT Request Type: [chars] Request Details: shelf [dec] slot [dec] appl\_no [dec] parent [dec] subslot [dec] ds0 [dec]

**Explanation** COT test failed because there were no DSPs available to perform the COT operation.

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

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

## COUGAR\_EHSA Messages

### Error Message

%COUGAR\_EHSA-3-CAP\_REQ\_FAIL: Unable to send Capability request to the secondary, even after 10 retries (over 100 seconds).

### Error Message

%COUGAR\_EHSA-3-CPU\_MISMATCH\_FUNCVER\_MAJOR: Mismatch in the CPU Major functional version number between the Primary and Secondary ACPMs . The CPU Functional Version on the Primary = %d.%d The CPU Functional Version on the Secondary = %d.%d This can possibly lead to loss some loss of functionality that is currently available in the Primary if and when a CPU switchover occurs. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

### Error Message

%COUGAR\_EHSA-3-DRAM\_MISMATCH: Mismatch in DRAM size between Primary and Secondary ACPMs DRAM Size - Primary = %d MB, Secondary = %d MB For lossless Switchover of PVCs, The Primary and Secondary ACPMs should have identical DRAM memory sizes. The above mismatch may cause some connections to be lost in the event of a switchover. The system is now running CONDITIONALLY REDUNDANT - Meaning subject o the above mentioned condition, Until the DRAM sizes are made identical in the hardware

### Recommended Action .

### Error Message

%COUGAR\_EHSA-3-DRIVER\_FUNCVER\_MISMATCH: Mismatch in the Functional Version Of a Driver between the two CPUs. The Functional Version of the %s driver in Primary is %d.%d The Functional Version of the %s driver in Secondary is %d.%d This mismatch may cause loss of functionality of the corresponding controller and may result in loss of connections. The system is CONDITIONALLY REDUNDANT until this mismatch is resolved by a software upgrade on the secondary.

### Recommended Action .

### Error Message

%COUGAR\_EHSA-3-DRIVER\_MISSING: Missing Driver support in the secondary. The %s driver in Primary is not available in the Secondary This will cause the corresponding PAM to go down in the event of a switchover resulting in loss of connections going through that controller. The system is now CONDITIONALLY REDUNDANT until this mismatch is resolved by a software upgrade on the secondary.

### Recommended Action .

**Error Message**

%COUGAR\_EHSA-3-FEAT\_ABSENT: The switch card in slot %d has a Feature card hardware, whereas the he switch card in slot %d does not have one. This is an invalid configuration. The switch cards won't come up until this discrepancy is fixed

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-FEAT\_FUNCVER\_MISMATCH: Mismatch in the Switch Feature Card Functional Version number. The Functional Version of the Switch Feature Card in slot %d is = %d.%d The Functional Version of the Switch Feature Card in slot %d is = %d.%d This mismatch is an invalid hardware configuration. The switch cards will ot be brought up until their Functional Versions match.

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-FEAT\_FUNCVER\_RED\_MISMATCH: Mismatch in the Switch Feature Card Functional Version number. The Functional Version of the Switch Feature Card in slot %d is = %d.%d The Functional Version of the Switch Feature Card in slot %d is = %d.%d The Redundant switch card will not be brought up and the system is running in a non-redundant mode. In the event of a switch card failure the system will crash.

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-FEAT\_HWVER\_MISMATCH: Mismatch in the Switch Feature Card version number. The Version of the Switch Feature Card in slot %d is = %d.%d The Version of the Switch Feature Card in slot %d is = %d.%d This mismatch is an invalid hardware configuration. The switch cards will ot be brought up until their hardware versions match.

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-FEAT\_HWVER\_RED\_MISMATCH: Mismatch in the Switch Feature Card version number. The Version of the Switch Feature Card in slot %d is = %d.%d The Version of the Switch Feature Card in slot %d is = %d.%d The Redundant switch card will not be brought up and the system is running in a non-redundant mode. In the event of a switch card failure the system will crash.

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-FEAT\_RED\_ABSENT: The switch card in slot %d has a Feature card hardware, whereas the he switch card in slot %d does not have one. This is an invalid configuration. The Redundant switch card will not be brought up and the system is running in a non-redundant mode. In the event of a switch card failure the system will crash.

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-NCLK\_ABSENT: Primary ACPM has a Network Clock Module whereas, the Secondary ACPM Does not have one. This may lead to loss of Network Clocking functionality if and when a CPU switchover occurs. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-NCLK\_FUNCVER\_MISMATCH: Mismatch in the Network Clock Module Functional Version number. The Functional Version of the Network clock module in the Primary = %d.%d The Functional Version of the Network clock module in the Secondary = %d.%d This may lead to loss of Network Clocking functionality if and when a CPU switchover occurs. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-NVRAM\_MISMATCH: Mismatch in NVRAM MEMORY size between Primary and Secondary ACPMs NVRAM Size - Primary = %d MB, Secondary = %d MB Because of the NVRAM size mismatch, the configuration that fits in the Primary ACPM's NVRAM may not fit in the Secondary's NVRAM, if and when a switchover occurs. This may cause loss of configuration information. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-PMEM\_MISMATCH: Mismatch in PACKET MEMORY size between Primary and Secondary ACPMs PMEM Size - Primary = %d MB, Secondary = %d MB For lossless Switchover of PVCs, The Primary and Secondary ACPMs should have identical PMEM memory sizes. The above mismatch may cause some connections to be lost in the event of a switchover. The system is now running CONDITIONALLY REDUNDANT - Meaning subject o the above mentioned condition, Until the PMEM sizes are made identical in the hardware

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-3-SWC\_FUNCVER\_MISMATCH: Mismatch in the Switch Card Functional Version number. The Functional Version of the Switch card in slot %d is = %d.%d The Functional Version of the Switch Card in slot %d is = %d.%d This mismatch is an invalid hardware configuration. The switch cards will not be brought up until their Functional versions match.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-3-SWC\_FUNCVER\_RED\_MISMATCH: Mismatch in the Switch Card Functional Version number. The Functional Version of the Switch card in slot %d is = %d.%d The Functional Version of the Switch Card in slot %d is = %d.%d The Redundant switch card will not be brought up and the system is running in a non-redundant mode. In the event of a switch card failure the system will crash.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-3-SWC\_HWVER\_MISMATCH\_MAJOR: Mismatch in the Switch Card Major version number. The Version of Switch Card in slot %d is = %d.%d The Version of Switch Card in slot %d is = %d.%d This mismatch is an invalid hardware configuration. The switch cards will not be brought up until their hardware versions match.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-3-SWC\_HWVER\_MISMATCH\_MINOR: Mismatch in the Switch Card Minor version number. The Version of Switch Card in slot %d is = %d.%d The Version of Switch Card in slot %d is = %d.%d This mismatch is an invalid hardware configuration. The switch cards will not be brought up until their hardware versions match.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-3-SWC\_HWVER\_RED\_MISMATCH\_MAJOR: Mismatch in the Redundant Switch Card Major version number. The Version of Switch Card in slot %d is = %d.%d The Version of Switch Card in slot %d is = %d.%d The Redundant switch card will not be brought up and the system is running in a non-redundant mode. In the event of a switch card failure the system will crash.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-3-SWC\_HWVER\_RED\_MISMATCH\_MINOR: Mismatch in the Redundant Switch Card Minor version number. The Version of Switch Card in slot %d is = %d.%d The Version of Switch Card in slot %d is = %d.%d The Redundant switch card will not be brought up and the system is running in a non-redundant mode. In the event of a switch card failure the system will crash.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-3-SWC\_TABLE\_MISMATCH: Mismatch in the %s table sizes between switch cards Table size for switch card in slot %d = %d Table size for switch card in slot %d = %d The switch cards won't come up until this hardware configuration is matched between the switch cards

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-3-TWO\_PRIM\_DETECT: Other RP has declared PRIMARY, two primaries active in chassis. This RP will now crash to avoid this condition

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-3-TWO\_PRIM\_NO\_CPUGOOD: Other RP has declared PRIMARY, but its CPU\_GOOD signal is not set

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-4-ACPM\_CAPABILITY: Primary and Secondary ACPM capabilities Don't Match

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-4-CPU\_MISMATCH\_FUNCVER\_MINOR: Mismatch in the CPU minor version number between the Primary and Secondary ACPMs . The CPU Functional Version on the Primary = %d.%d The CPU Functional Version on the Secondary = %d.%d This can possibly lead to loss some loss of functionality that is currently available in the Primary if and when a CPU switchover occurs. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-4-CPU\_MISMATCH\_HWVER\_MINOR: Mismatch in the CPU minor hardware version number between the Primary and Secondary ACPMs . The CPU hardware Version on the Primary = %d.%d The CPU hardware Version on the Secondary = %d.%d This can possibly lead to loss some loss of functionality that is currently available in the Primary if and when a CPU switchover occurs. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-4-FLASH\_MISMATCH: Mismatch in BOOTFLASH SIMM size between Primary and Secondary ACPMs BOOTFLASH SIMM Size - Primary = %d MB, Secondary = %d MB Because of the BOOTFLASH size mismatch, the files that fits in the Primary ACPM's BOOTFLASH may not fit in the Secondary's BOOTFLASH, if and when a switchover occurs. This may cause loss of information. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-4-IO5\_CAPABILITY: Pam Driver capabilities of the IOS running in Primary and Secondary Don'tMatch

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-4-NCLK\_HWVER\_MISMATCH: Mismatch in the Network Clock Module version between Primary and the Secondary ACPMs . The Network Clock Module Version on the Primary = %d.%d The Network Clock Module Version on the Secondary = %d.%d This may lead to loss of Network Clocking functionality if and when a CPU switchover occurs. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction. Please refer to the Hardware Reference Guide to find out the exact functional differences between the two hardware versions

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-4-SWC\_TABLE\_RED\_MISMATCH: Mismatch in the %s table sizes between switch cards Table size for switch card in slot %d = %d Table size for the Redundant switch card in slot %d = %d The Redundant switch card will not be brought up and the system is running in a non-redundant mode. In the event of a switch card failure the system will crash.

**Recommended Action .**

**Error Message**

%COUGAR\_EHSA-4-TWO\_PRIM\_SPURIOUS: Spurious ehSA interrupt, Two primaries detected for a brief period

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-5-BASIC\_CAPABILITY: Primary and Secondary basic capabilities match Basic compatibility = h/w, drivers, config processing compatibility.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-5-CAPABILITY: Primary and Secondary capabilities match fully The system is operating in a FULLY REDUNDANT configuration.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-5-CAPABILITY\_BASIC\_MISMATCH: Primary and Secondary basic capabilities Don't match Basic compatibility = h/w, drivers, config processing compatibility.

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-5-CAPABILITY\_MISMATCH: Primary and Secondary capabilities Don't match

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-5-CAPABILITY\_SYNC\_MISMATCH: Primary and Secondary sync module capabilities Don't match

**Recommended Action** .

**Error Message**

%COUGAR\_EHSA-5-FORCE\_CLOSE: Forcibly closing fd: %d name:%s

**Explanation** A file activity timeout occurred on the secondary.

**Recommended Action** No action is required.



**Error Message**

%COUGAR\_EHSA-5-RCSF: %s %d

**Explanation** A significant Running config sync file event has occurred.

**Recommended Action** No action is required.

**Error Message**

%COUGAR\_EHSA-5-SYNC\_CAPABILITY: Primary and Secondary sync module capabilities match

**Recommended Action** .

## CP Messages

**Error Message**

%CP-4-CPPR\_DISABLED: Removing security features on host, transit and cef-exception paths

**Explanation** A required router service (CEF) was disabled. All active features and service policies on control-plane host, transit, and cef-exception paths have been disabled. Aggregate control-plane policies will continue to function normally.

**Recommended Action** Reapply control-plane interface policies and features after CEF is enabled.

**Error Message**

%CP-5-FEATURE: [chars] feature [chars] [chars]

**Explanation** A security feature modification was performed on the specified interface.

**Recommended Action** No action is required.

**Error Message**

%CP-6-ARP: [chars] [IP\_address] - [IP\_address]

**Explanation** ARP Packet processed by control-plane protection features.

**Recommended Action** No action is required.

**Error Message**

%CP-6-IP: [chars] [IP\_address] - [IP\_address] [chars]

**Explanation** IP Packet processed by control-plane protection features.

**Recommended Action** No action is required.

**Error Message**

%CP-6-TCP: [chars] [IP\_address]([dec]) - [IP\_address]([dec])

**Explanation** IP Packet processed by control-plane protection features.

**Recommended Action** No action is required.

**Error Message**

%CP-6-UDP: [chars] [IP\_address]([dec]) - [IP\_address]([dec])

**Explanation** IP Packet processed by control-plane protection features.

**Recommended Action** No action is required.

**Error Message**

%CPAD-1-ERROR: %s: %s

**Explanation** An error occurred in the application using the CSA.

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

**Error Message**

%CPAD-1-INITFAIL: Slot %d: %s

**Explanation** The CSA driver failed to initialize at the specified point.

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

**Error Message**

%CPAD-1-NOMEMORY: %s creation failed for slot %d

**Explanation** The CSA driver, in its initialization phase, could not allocate memory for the specified data structure.

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

**Error Message**

%CPAD-1-PLXINIT: bay %d Invalid vendor/device id %d

**Explanation** The CSA driver, in its initialization phase, encountered a communication failure with the CSA in the specified bay.

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

**Error Message**

%CPAD-1-SHUTCARD: bay %d: Deactivating card

**Explanation** An error occurred during initialization. The CSA is being deactivated

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

**Error Message**

%CPAD-6-SHUTDOWN: %s shutting down

**Explanation** The specified CSA is shutting down. It may have been physically removed.

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

**Error Message**

%CPAD-6-STARTUP: %s starting up

**Explanation** The specified CSA has initialized successfully.

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

**Error Message**

%CPDE-6-DETECT: %s

**Explanation** Cisco IP phone detected

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

**Error Message**

%CPE\_MMI-4-NOMMIPVC: Set up MMI PVC failed

**Explanation** The system failed to set the ATM PVC for the MMI.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPE\_MMI-6-CONTXENGINEID: Get cdcpEntityContextEngineID from proxy element

**Explanation** The system has performed and SNMP get on the cdcpEntityContextEngineID from the proxy element.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPE\_MMI-6-DISCOVER: Discover proxy element's engine ID

**Explanation** The system has performed an SNMP get to discover the engine ID of the proxy element.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPE\_MMI-6-DISCOVERFAIL: Discover proxy element's engine ID failed

**Explanation** The system has performed an SNMP get to discover the engine ID of the proxy element; however, the SNMP get has failed.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPE\_MMI-6-KILLMMI: CPE MMI not needed, delete process

**Explanation** The MMI process has removed itself. This removal was caused by either the unavailability of a Proxy Element, a user or proxy element command, or a failure.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPE\_MMI-6-MMIENABLE: Get cdcPEntityMmiEnable from proxy element

**Explanation** The system has performed an SNMP get on the cdcPEntityMmiEnable from the proxy element.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPE\_MMI-6-MMINOTENABLE: cdcPEntityMmiEnable from proxy element is set to false

**Explanation** The cdcPEntityMmiEnable from the proxy element is set to false, which means that the system should not obtain configuration data from the proxy element.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPE\_MMI-6-MMIPVCDOWN: Wait for interface atm to come up

**Explanation** This MMI PVC (the default ILMI PVC or one entered by the user) is required to be set up at the start of the configuration process. The MMC PVI has failed to come up and is waiting for the PVC to be set up. This failure can be caused by a bad connection, a bad configuration in the connecting DSLAM, or a different PVC used by the proxy element. The self-configuration will fail. This message was the result of either a mmi pvc command entered by the user or part of the system configuration process.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPE\_MMI-6-NOCTXENGINEID: Get cdcPEntityContextEngineID failed

**Explanation** The system has performed an SNMP get on the cdcPEntityContextEngineID from the proxy element; however, the SNMP get has failed, and the local engine ID has not been updated.

**Recommended Action** This is a debug message only. If the system has successfully configured itself, no action is required. If the system has failed to configure itself, 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**

%CPM-3-DISCOVER: CPM at slot %d: PCI discovery failed count = %d

**Explanation** One of the interface controller devices on the module did not initialize properly.

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

**Error Message**

%CPM-3-INCORRECT\_ID: CPM at slot %d: PCI device not supported

**Explanation** An interface controller device did not report the correct PCI device ID.

**Recommended Action** Power down, reinsert the port module, and reboot. If the message recurs, call your technical support representative for assistance.

## CPOS Messages

**Error Message**

%CPOS-3-HW\_FAULT: POS HW error, [chars], error\_code=[hex]

**Explanation** A PoS operation error has occurred in the hardware.

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

**Error Message**

%CPOS-3-INTERNAL: POS internal error, [chars]

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

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

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

**Error Message**

%CPOS-3-MAJOR\_FAULT: POS unrecoverable error, [chars], error\_code=[hex]

**Explanation** A unrecoverable PoS operation error has occurred.

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

**Error Message**

%CPOS-3-MIBINITFAIL: POS MIB initialization failed, [chars]

**Explanation** The MIB initialization for PoS has failed.

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

**Error Message**

%CPOS-3-POSMISMATCH: [chars], expected [hex], actual [hex]

**Explanation** PCI initialization for POS has failed.

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

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

#### Error Message

```
%CPOS-5-PERIODIC_STATS: POS periodic stats collection not run for [dec] seconds
```

**Explanation** There is a delay in collecting PoS statistics. This delay usually occurs when the RP is busy with high-priority tasks and can trigger line alarms for a short period of time. The time-based statistics for this interface can also become skewed.

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

## CPU Messages

#### Error Message

```
%CPUPORTMONITOR-2-PERIPHERAL_DEVICE_RESET_REG: Value of Peripheral Device Reset Register: 0x%x
```

**Recommended Action** .

#### Error Message

```
%CPUPORTMONITOR-2-PIF_REG_READ_FAILED: %s[%d][%d] = READ FAILED
```

**Recommended Action** .

#### Error Message

```
%CPUPORTMONITOR-2-PIF_REG_RESET_TIME: %s: %TA
```

**Recommended Action** .

#### Error Message

```
%CPUPORTMONITOR-2-PIF_REG_VAL: %s[%d][%d] = 0x%x
```

**Recommended Action** .



**Error Message**

```
%CPUPORTMONITOR-2-PIF_RESET_MSG: **** PIF Reset detected - System will be reloaded  
****
```

**Recommended Action** .**Error Message**

```
%CPUPORTMONITOR-2-SYSTEM_CNTL_REG: Value of System Control Register: 0x%x
```

**Recommended Action** .**Error Message**

```
%CPU_INTF_FPGA-2-DEV_INIT_FAILURE: The CPU Interface FPGA initialization failed  
due to [chars]
```

**Explanation** The CPU Interface FPGA initialization was not successful due to a hardware problem with the board. This condition will cause packet drops.

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

**Error Message**

```
%CPU_INTF_FPGA-2-INT: [chars]
```

**Explanation** A fatal interrupt has occurred. The specified device has been re-initialized.

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

**Error Message**

%CPU\_INTF\_FPGA-2-NULL\_DEV\_OBJECT: The CPU Interface FPGA device object pointer is set to NULL

**Explanation** The memory location of the CPU Interface FPGA device object is invalid.

**Recommended Action** The CPU Interface FPGA operation is disabled and the device interrupt is now masked. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_INTF\_FPGA-3-DEV\_UNPAUSE\_FAIL: Status register is [hex]

**Explanation** An attempt to un-pause traffic from CPU interface FPGA to backplane intf ASIC timed out. This might lead to traffic disruption.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_INTF\_FPGA-3-QUEUE\_ALLOC\_FAILED: Failed to allocate queue in the CPU Interface FPGA for SPA in bay ([dec])

**Explanation** Failed to allocate queue for SPA in the given bay. This might lead to traffic disruption.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_INTF\_FPGA-4-DEV\_WARN\_INT: [chars]

**Explanation** The CPU Interface FPGA received a non-fatal interrupt. This should not effect the normal operation of the device.

**Recommended Action** No action is required.

**Error Message**

%CPU\_INTF\_FPGA-5-PAUSE\_FAIL: FPGA status register is [hex]

**Explanation** An attempt to pause traffic from CPU interface FPGA to backplane intf ASIC timed out. This might lead to traffic disruption sometimes, depending on the status register value in FPGA. FPGA status register currently reads as [hex].

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_MONITOR-2-NOT\_RUNNING: CPU\_MONITOR messages have not been sent for %d seconds [%s %d%%/d%% (%lTM %d%%/d%%)] [%s %lTM] [%s %lTM] [%s %lTM]

**Explanation** CPU\_MONITOR messages have not been sent for a significant amount of time. It is likely that a timeout will occur soon which will reset the system.

**Recommended Action** No action is required.

**Error Message**

%CPU\_MONITOR-2-NOT\_RUNNING\_TB: CPU\_MONITOR traceback: %x %x %x %x %x %x %x %x

**Explanation** Additional debugging information for the NOT\_RUNNING message. It displays the traceback of the interrupted functions

**Recommended Action** No action is required.

**Error Message**

%CPU\_MONITOR-3-PEER\_EXCEPTION: CPU\_MONITOR peer has failed due to exception , reset by [%d/%d]

**Explanation** CPU\_MONITOR messages have failed on the peer processor and the system is no longer operational.

**Recommended Action** No action is required.

**Error Message**

%CPU\_MONITOR-3-PEER\_FAILED: CPU\_MONITOR peer process has failed to receive heartbeats, reset by [%d/%d]

**Explanation** CPU\_MONITOR messages have failed on the peer process and the system is no longer operational.

**Recommended Action** No action is required.

**Error Message**

%CPU\_MONITOR-3-TIMED\_OUT: CPU\_MONITOR messages have failed, resetting %s [%d/%d]

**Explanation** CPU\_MONITOR messages have failed and the system is no longer operational.

**Recommended Action** No action is required.

**Error Message**

%CPU\_MONITOR-6-NOT\_HEARD: CPU\_MONITOR messages have not been heard for %d seconds [%d/%d]

**Explanation** CPU\_MONITOR messages have not been heard for a significant amount of time. It is likely that a timeout will occur soon which will reset the system.

**Recommended Action** No action is required.

**Error Message**

%CPU\_NET-0-QUEUE\_STUCK: The interface between the CPU and the switch has become stuck. The switch must now reset to clear this condition .Retrieval queue %d.

**Explanation** The CPU can no longer communicate with the network.

**Recommended Action** Reload the system.

**Error Message**

%CPU\_REDUN-2-INITSYS: %s

**Explanation** A software error occurred during initialization of the CPU redundancy subsystem

**Recommended Action** Check for sufficient processor memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_REDUN-3-4MSEC\_DISABLED: %s %d

**Explanation** The 4msec timer interrupt was shut off for an extended period while the hardware watchdog was enabled.

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

**Error Message**

%CPU\_REDUN-3-BKPLN\_IDPROM\_ACCESS: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor can not access its backplane IDPROM.

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

**Error Message**

%CPU\_REDUN-3-CAPABILITIES: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the capabilities reported by the standby processor are less than the active processor. The processors are conditionally redundant, which means that a switchover could result in a partial loss of system control.

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

**Error Message**

%CPU\_REDUN-3-CAPAB\_SIZE: Mismatch in %s. Active=%d, Standby=%d.

**Explanation** Standby CPU is reporting lower Capabilities than the Active CPU. See message text for type of limitation.

**Recommended Action** Check for sufficient Standby CPU capabilities. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_REDUN-3-CAPAB\_VERS: Mismatch in %s. Active=%d.%d, Standby=%d.%d.

**Explanation** Standby CPU is reporting lower versions than the Active CPU. See message text for type of limitation.

**Recommended Action** Check Standby CPU version numbers. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_REDUN-3-DRIVER\_MISSING: Missing %s driver support on Standby. Active=%d.%d

**Explanation** Standby CPU is missing support for one of the drivers available on the Active CPU. The corresponding linecard will go down in the event of a switchover.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_REDUN-3-DRIVER\_VERSIONS: Mismatch in %s driver versions. Active=%d.%d,  
Standby=%d.%d.

**Explanation** Standby CPU is reporting lower versions than the Active CPU. See message text for type of limitation. May result in a loss of connections.

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

**Error Message**

%CPU\_REDUN-3-EHSA\_SVCS: %s %s

**Explanation** An error occurred that affects CPU Redundancy services. The details about what was attempted and what went wrong will be printed.

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

**Error Message**

%CPU\_REDUN-3-GT\_STATUS\_REG: Parity Error on PCI Bus fromPCI Device

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

**Error Message**

%CPU\_REDUN-3-INCONSISTENT\_STATES: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor redundancy state is either not consistent with the peer state, or the software state is not consistent with the hardware state.

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

**Error Message**

%CPU\_REDUN-3-INIT\_ERROR: %s %d %d

**Explanation** A subsystem initialization error occurred.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-3-INTRPT\_HOG: %s %d sec, %s = %x

**Explanation** The CPU redundancy process didn't run for a long time, because an interrupt routine ran too long.

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

**Error Message**

%CPU\_REDUN-3-INVALID\_CPU\_STATES: Detected invalid redundancy states, local = %s, peer = %s

**Explanation** Detected an invalid combination of redundant states

**Recommended Action** No action is required.



**Error Message**

%CPU\_REDUN-3-INVALID\_MSG: Incorrectly formatted message (0x%x, 0x%x) received by %s

**Explanation** Inconsistent message data was received from the peer CPU, possibly due to an incompatible image version.

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

**Error Message**

%CPU\_REDUN-3-LOCK\_ERR: Can't get Global Lock

**Explanation** Peer CPU won't relinquish the arbitration lock.

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

**Error Message**

%CPU\_REDUN-3-MULTI\_CARD\_ACCESS: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the linecard access test for multiple linecards.

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

**Error Message**

%CPU\_REDUN-3-PCI\_STATUS\_REG: Status error in PCI device %d

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

**Error Message**

%CPU\_REDUN-3-PCI\_TEST: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal PCI bus test.

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

**Error Message**

%CPU\_REDUN-3-PCI\_VENDORID\_MISMATCH: Error/Mismatch in readingVendor ID for PCI device %d

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

**Error Message**

%CPU\_REDUN-3-PCMCIA\_TEST: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal PCMCIA slot test.

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

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

### Error Message

%CPU\_REDUN-3-PEER\_COMM: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the peer processor is present but not responding or sending keepalives.

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

%CPU\_REDUN-3-PEER\_MISSING: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the peer processor is either missing or can not be detected. The active processor currently is not being protected.

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

### Error Message

%CPU\_REDUN-3-PEER\_MISSING: Alarm: [chars], [chars], [chars], [chars], [chars]

**Explanation** The peer processor either is missing or cannot be detected. The active processor currently is not being protected.

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

**Error Message**

```
%CPU_REDUN-3-PEER_SEVERITY_ERR: Invalid peer CPU severity (%d) (current peer register=0x%x)
```

**Explanation** Peer CPU is reporting an invalid severity value.

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

**Error Message**

```
%CPU_REDUN-3-PEER_SRC_REGS: Alarm: %s, %s, %s, %s, %s
```

**Explanation** The alarm appears when the active processor is detecting bad parity on the active/standby bits read from the standby processor.

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

**Error Message**

```
%CPU_REDUN-3-PEER_STATE_ERR: Invalid peer CPU state (%s) (current peer register=0x%x)
```

**Explanation** Peer CPU is reporting an invalid redundancy state.

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

**Error Message**

%CPU\_REDUN-3-RCSF\_FAIL: Attempt to sync running config to standby failed

**Explanation** Unable to send Running Config file to Standby CPU

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-3-READBACK\_ERR: Can't change my state. desired state %s, read-back %s

**Explanation** Local CPU can't set its redundancy state to the desired calculated value

**Recommended Action** Check health of local CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CPU\_REDUN-3-SLOT\_IDPROM\_MISMATCH: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the slot ID read from the backplane IDPROM does not match the slot ID read from the SRC.

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

**Error Message**

%CPU\_REDUN-3-SRC\_TEST: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal SRC test.

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

**Error Message**

%CPU\_REDUN-3-STARTUP\_SYNC\_FAIL: Attempt to sync %s config to standby failed

**Explanation** Unable to send Startup or Private Config file to Standby CPU

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-3-SUBSYS\_COMPAT: %s %s software subsystem. Active=%d, Standby=%d.

**Explanation** Standby CPU software subsystem is older or missing. See message text for software subsystem type. May result in feature losses in the event of a switchover.

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

**Error Message**

%CPU\_REDUN-3-SW\_STATE\_MISMATCH: Software state (%s) doesn't reflect local hardware (%s)

**Explanation** Software state is not following the underlying hardware redundancy state

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

**Error Message**

%CPU\_REDUN-3-UART\_FAILURE: Alarm: %s, %s, %s, %s, %s

**Explanation** This alarm appears when the processor can't transmit characters on the console UART. It indicates a probable equipment failure

**Recommended Action** If the symptom persists following a reload, remove and replace the processor module.

**Error Message**

%CPU\_REDUN-3-UNKNOWN\_COMMON: Alarm: %s, %s, %s, %s, %s

**Explanation** If the alarm appears when this is asserted for a standby processor with a different software image, it indicates an alarm condition on the peer that the active processor can not decode. If this is asserted for the active processor, it indicates a software error condition.

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

**Error Message**

%CPU\_REDUN-3-UNKNOWN\_MSG: Unknown message type 0x%x received by %s

**Explanation** An unknown message type was received from the peer CPU, possibly due to an incompatible image version.

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

**Error Message**

%CPU\_REDUN-3-UNKNOWN\_PLAT: Alarm: %s, %s, %s, %s, %s

**Explanation** If the alarm appears when this is asserted for a standby processor with a different software image, it indicates an alarm condition on the peer that the active processor can not decode. If this is asserted for the active processor, it indicates a software error condition.

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

**Error Message**

%CPU\_REDUN-4-REPROGRAM\_ACTIVE\_CPU: Active CPU FPGA has been reprogrammed. Please remove and re-insert the CPU in slot %d or power-cycle the box, for the new FPGA to take effect.

**Explanation** Active CPU FPGA has been reprogrammed. This CPU is now running with old FPGA and it needs to be hot-swapped or the system needs to be power-cycled for the new FPGA to take effect.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-4-STARTUP\_CONFIG\_MISSING: Non-volatile configuration memory is not present

**Explanation** The startup-config is missing. This may be due to either a manual user erase command or an interrupted write to the startup-config.

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

**Error Message**

%CPU\_REDUN-4-UNPROTECTED: %s %d %s

**Explanation** System is running for an extended period in an unprotected mode even though a peer CPU is present

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



**Error Message**

%CPU\_REDUN-5-BASIC\_CAPABILITY: Peer CPU hardware and software is fully compatible.

**Explanation** Standby CPU H/W, drivers and software subsystems have matching versions and capabilities.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-EHSA\_SVCS\_RESP: Sending %s = %d

**Explanation** Normal response for CPU EHSA Redundancy services. The details about what was sent will be printed.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-FORCE\_CLOSE: Forcibly closing fd: %d name:%s

**Explanation** A file activity timeout occurred on the slave.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-NEGOTIATED\_SWITCHOVER: %s %d

**Explanation** Reloading due to a negotiated switchover.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-PEER\_EXITED\_IOS: Peer CPU has exited IOS

**Explanation** Peer CPU has exited IOS.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-PEER\_REMOVED: Peer CPU has been removed from the chassis

**Explanation** Peer CPU has been removed from the chassis.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-RCSF\_SYNCED: Running config successfully synced to standby

**Explanation** Running Config file was sent to the Standby CPU

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-RELOAD\_COMM\_DOWN: %s

**Explanation** Reloading standby since Active CPU shows loss of comm.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-STARTUP\_CONFIG\_SYNCED: Startup config successfully synced to standby

**Explanation** Startup Config file was sent to the Standby CPU

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-STATE\_MISMATCH\_RELOAD: %s

**Explanation** Reloading due to a hardware software state mismatch.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-STATUS\_CHG: %s (sev %d), peer is %s (sev %d)

**Explanation** A CPU hardware redundancy status change occurred.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-SWITCHOVER: Switchover occurred. Reason: %s

**Explanation** A CPU switchover took place. The reported reason is listed in the error message text.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-5-UNSUPPORTED\_MSG: Msgtype %s sent by %s unsupported by peer.

**Explanation** Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

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

**Error Message**

%CPU\_REDUN-6-BOOTED\_AS\_ACTIVE: After returning to ROM by %s

**Explanation** Informational message notifying about a system startup with no switchover.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-6-EHSA\_SVCS\_EVENT: %s %s

**Explanation** A significant EHSA Redundancy services event occurred. The details will be printed.

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-6-RUNNING\_CONFIG\_CHG: Running config on this CPU has possibly changed

**Explanation** Informational message to notify of possible changes to the running-config file

**Recommended Action** No action is required.

**Error Message**

%CPU\_REDUN-6-STARTUP\_CONFIG\_CHG: Startup config on this CPU has possibly changed

**Explanation** Informational message to notify of possible changes to the startup-config file

**Recommended Action** No action is required.

## CR10K\_CLNT Messages

### Error Message

```
%CR10K_CLNT-3-CR10K_ASSERT_FAILED: Assert failed at line [dec] from func [chars]
in file [chars]
```

**Explanation** Detect assert failure in global level.

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

### Error Message

```
%CR10K_CLNT-3-CR10K_CLNT_ASSERT_FAILED: Assert failed at line [dec] from func
[chars] in file [chars] for client [dec]
```

**Explanation** Detect assert failure in client level.

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

## CRASH\_DUMP Messages

### Error Message

```
%CRASH_DUMP-3-FILE_OP: FILE operation [chars] failedCRASH DUMP May not be
successful
```

**Explanation** The file operation for dumping digital signal processor (DSP) crash details 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

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

**Error Message**

```
%CRASH_DUMP-6-ABORT: CRASH DUMP aborted for device [dec]
```

**Explanation** A crash dump is aborted.

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

**Error Message**

```
%CRASH_DUMP-6-TIMEOUT: CRASH DUMP may not be successful for the device [dec]
```

**Explanation** The crash dump process has timed out while awaiting diagnostic 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## CRYPTO Messages

The following are encryption messages.

**Error Message**

```
%CRYPTO-0-AUDITFAIL: Encryption audit check found the wrong level of encryption in this image
```

**Explanation** The audit check verifying encryption entitlement within the IOS image either found encryption in a non-encryption image, or the wrong strength within an IOS image containing encryption. Use of the encryption may violate U.S. Export Laws and Regulations.

**Recommended Action** Contact Cisco to obtain a replacement IOS image.

**Error Message**

%CRYPTO-0-SELF\_TEST\_FAILURE: Encryption self-test failed (%s)

**Explanation** One of the encryption self-tests has failed. The encryption engine is not operable in this state.

**Recommended Action** If the failure persists, contact Cisco to obtain a replacement IOS image.

**Error Message**

%CRYPTO-3-BADFP: Certificate fingerprint mismatch for certificate - certificate not accepted

**Explanation** The fingerprint of a certificate received from a CA did not match a fingerprint saved in NVRAM. The certificate may not be valid.

**Recommended Action** Contact the CA administrator to compare the certificate fingerprint manually.

**Error Message**

%CRYPTO-3-BADMAGIC: Bad %s magic number (%04x).

**Explanation** An internal software error.

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

**Error Message**

%CRYPTO-3-CERTCHECK: Certificates with invalid status have been detected!!!

**Explanation** After the system checked the certificates saved in the memory with the CRL, it detected invalid certificates.

**Recommended Action** Check the certificate status and contact the CA administrator. Certificate enrollment may be required.

**Error Message**

%CRYPTO-3-CERTRETFAIL: Certificate enrollment failed.

**Explanation** The certificate enrollment transaction has failed because of an internal error.

**Recommended Action** Contact a CE administrator.

**Error Message**

%CRYPTO-3-CONNID\_ALLOC\_FAIL: Crypto engine failed to allocate a connection ID for negotiation from [IP\_address] to [IP\_address]

**Explanation** The crypto engine has exhausted all available connection IDs or is otherwise malfunctioning.

**Recommended Action** Decrease the number of concurrent connections or inspect the crypto engine.

**Error Message**

%CRYPTO-3-ENGINE\_BAD\_ID: Crypto Engine id %d is invalid

**Explanation** The packet has its engine\_id set to something other than software crypto or hardware crypto. Unable to determine which crypto engine to use. The packet will be default sent to software crypto engine.

**Recommended Action** No action required

**Error Message**

%CRYPTO-3-EZVPN\_VINTERFACE\_CREATE\_ERR: EZVPN([chars]): Virtual-access interface creation failed

**Explanation** The virtual-interface feature will not work without a virtual-access interface. The EzVPN configuration is unusable. You can choose to remove virtual-interface configuration from ezvpn as a workaround.

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

%CRYPTO-3-GETCACERT: Failed to find CA cert in memory.

**Explanation** The CA certificate was not found in memory.

**Recommended Action** Check the status of the certificate and contact the CA administrator.

**Error Message**

%CRYPTO-3-GETCARACERT: Failed to receive RA/CA certificates.

**Explanation** CA or RA certificates could not be parsed or processed.

**Recommended Action** Check the status of the certificate, and contact the CA administrator.

**Error Message**

%CRYPTO-3-GETCRL: Query the Certificate Revocation List from CA failed.

**Explanation** The attempt to query the CRL from the CA server has failed for one of several possible reasons.

**Recommended Action** Contact the CA administrator.

**Error Message**

%CRYPTO-3-HTTPSEND: Failed to send out message to CA server.

**Explanation** A failure to send out a message to the CA server was caused by an HTTP transaction.

**Recommended Action** Check the HTTP connection to the CA server.

**Error Message**

%CRYPTO-3-IKEINIT: %s

**Explanation** An IKE initialization error

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

**Error Message**

%CRYPTO-3-IKE\_PAK\_IN\_Q\_TIME\_LIMIT\_EXCEED: Pak spent too much time in the IKE input queues

**Explanation** An incoming IKE packet spent too much time in the IKE input queues. This can happen when the IKE subsystem is under heavy load, due to a lot of peers trying to setup SAs simultaneously, and IKE is not able to handle all the incoming packets, in a timely manner.

**Recommended Action** It is important to understand why many peers are simultaneously trying to setup SAs at the same time. If possible, try to avoid or minimize such network conditions.



**Error Message**

%CRYPTO-3-IKMP\_PEER\_INIT\_FAILURE: IKE failed to create IKE peer tree or leaf node.

**Explanation** IKE failed to allocate memory for the IKE peer tree

**Recommended Action** More DRAM may be required in order to run the image.

**Error Message**

%CRYPTO-3-IKMP\_QUERY\_KEY: Querying key pair failed.

**Explanation** Querying public key/private key using subject name failed.

**Recommended Action** Check the subject name in the certificate.

**Error Message**

%CRYPTO-3-INVALIDCACERT: Failed to process CA certificate.

**Explanation** The CA certificate received from the CA server could not be processed.

**Recommended Action** Use the parser command and try again to process the certificate.

**Error Message**

%CRYPTO-3-INVALID\_INPUT: The input to the parser command is not correct

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

**Recommended Action** Reload the router, and reenter the command. File a bug report; to do so, 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**

%CRYPTO-3-MTREE\_CMD\_BLOCK: Mtree command [dec] was blocked from the the mtree process queue.

**Explanation** An attempt was made to enqueue a command to the crypto mtree manager process even though IPsec is currently operating in HAPX mode.

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

**Error Message**

%CRYPTO-3-NOSOCKET: Unable to open %s

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration and restart crypto isakmp process

**Error Message**

%CRYPTO-3-PKIINPUT: Wait response from server ....

**Explanation** The PKI client is waiting for the response from the server.

**Recommended Action** No action is required.

**Error Message**

%CRYPTO-3-POLICY\_CKSUM\_ERROR: Crypto policy checksum failure. Crypto access list %s, crypto map %s, interface %s

**Explanation** Crypto policy checksum failure has been detected in this router whose traffic is protected by the crypto policy. This event may be caused by memory corruption occurring in crypto policy data, or the memory area has been illegally modified. It may also be caused by software defects. As a result of this event, the router has been forced to reload.

**Recommended Action** Contact your Cisco support representatives.

**Error Message**

%CRYPTO-3-POLLACERT: Polling CA certificate .....

**Explanation** The system is polling the CA certificate.

**Recommended Action** Check if the CA or LDAP server is online.

**Error Message**

%CRYPTO-3-POLLING: Polling for certificate response...

**Explanation** GetCertInitial is polling for a certificate response.

**Recommended Action** Wait for the server response or cancel the polling.

**Error Message**

%CRYPTO-3-POLLRACERT: Polling RA certificate .....

**Explanation** Polling for an RA certificate.

**Recommended Action** Check if the CA or IDAP server is online.

**Error Message**

%CRYPTO-3-POLLROUTERCERT: Polling Router certificate .....

**Explanation** Polling for a router certificate.

**Recommended Action** Check if the CA or IDAP server is online.

**Error Message**

%CRYPTO-3-QUERYCACERT: Failed to query CA certificate.

**Explanation** A query against the CA certificate from the CA server has failed.

**Recommended Action** Enter the parser command to verify the CA trusted-root or identity configuration. Ensure that the appropriate server, either the CA or LDAP server, is reachable and that the server is properly configured to respond to the query from the router.

**Error Message**

%CRYPTO-3-QUERYCACERT: Failed to query RA certificate.

**Explanation** A failure to get RA certificates has occurred.

**Recommended Action** Check if the CA or IDAP server is online.

**Error Message**

%CRYPTO-3-QUERYROUTERCERT: Failed to query router certificate.

**Explanation** A query against the router certificate has failed.

**Recommended Action** Check if the CA or IDAP server is online.

**Error Message**

%CRYPTO-3-QUERY\_KEY: Querying key pair failed.

**Explanation** An attempt to query the public key and private key using the subject name has failed.

**Recommended Action** Check the subject name, and resubmit the enrollment request.

**Error Message**

%CRYPTO-3-REQCERT: Certificate enrollment message send out ...

**Explanation** The certificate enrollment message is being sent.

**Recommended Action** No action is required.

**Error Message**

%CRYPTO-3-RSA\_SELFTEST\_FAILED: Generated RSA key failed self test

**Explanation** An automatic test of the newly generated RSA keypair %s failed. That RSA key was automatically deleted.

**Recommended Action** File a DDTS. As an immediate workaround, attempt to create another pair

**Error Message**

%CRYPTO-3-SOCKETSELECT: Failed to select the socket.

**Explanation** A socket selection has caused a failure.

**Recommended Action** Check the TCP or socket debugging message.

**Error Message**

%CRYPTO-3-SOCKETSEND: Failed to send out message to CA server.

**Explanation** An HTTP transaction has caused a failure.

**Recommended Action** Check the HTTP connection to the CA server.

**Error Message**

%CRYPTO-3-TOKENADMINLOCKEDOUT: Cryptographic Token [chars] Administrator PIN Locked due to too many unsuccessful login attempts

**Explanation** The cryptographic token has disabled the Admin PIN due to too many login failures .

**Recommended Action** If the user PIN is also locked out, it will be necessary to reinitialize the card. The data on the card will be lost.

**Error Message**

%CRYPTO-3-TOKENADMINLOGINFAILED: Cryptographic Token [chars] ADMIN Login FAILED

**Explanation** The cryptographic token has rejected the administrator PIN offered by the router.

**Recommended Action** Enter the **crypto pki token admin-pin** command to enter the correct PIN.

**Error Message**

%CRYPTO-3-TOKENAPIFAILURE: Cryptographic Token [chars] API FAILED, error = [dec]

**Explanation** The cryptographic token returned an unexpected error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

**Error Message**

%CRYPTO-3-TOKENCHANGEPINFAILED: Cryptographic Token [chars] Change PIN FAILED

**Explanation** The cryptographic token has rejected the new PIN offered by the router.

**Recommended Action** Be sure you are logged in to the token as admin. Try a longer PIN.

**Error Message**

%CRYPTO-3-TOKENLOCKEDOUT: Cryptographic Token [chars] PIN Locked due to too many unsuccessful login attempts

**Explanation** The cryptographic token has disabled the user PIN due to too many login failures.

**Recommended Action** Enter the **crypto pki token admin-pin** command to enter correct ADMINISTRATOR PIN.

**Error Message**

%CRYPTO-3-TOKENLOGINFAILED: Cryptographic Token [chars] Login FAILED

**Explanation** The cryptographic token has rejected the PIN offered by the router.

**Recommended Action** Enter the **crypto pki token user-pin** command to enter correct PIN.

**Error Message**

%CRYPTO-3-TOKENSTOREKEYFAILED: Key [chars] store on Cryptographic Token [chars] Failed

**Explanation** An error occurred attempting to write a new keypair out to the cryptographic token.

**Recommended Action** Try logging in to the token. If this message recurs, try logging in as administrator.

**Error Message**

%CRYPTO-4-AUDITWARN: Encryption audit check could not be performed

**Explanation** The audit check verifying encryption entitlement within the IOS image could not be performed due to incomplete system configuration.

**Recommended Action** Manually verify that this IOS image is entitled to contain encryption.

**Error Message**

%CRYPTO-4-ENC\_METHOD\_NOT\_SUPPORTED: Invalid encryption method for IKE policy %u

**Explanation** Configured encryption method is not supported

**Recommended Action** Use any of the valid encryption methods for the ISAKMP policy

**Error Message**

%CRYPTO-4-EZVPN\_SA\_LIMIT: [chars]

**Explanation** The limit for maximum no of ezvpn tunnels that can be setup on the platform has been reached. Active SAs will not be terminated, but no additional SAs can be established until the number of existing SAs decreases.

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

**Error Message**

%CRYPTO-4-IA\_CLEARTEXT: Unencrypted traffic %s %i because crypto optional is configured

**Explanation** Cleartext traffic is passing through an interface that is configured for encryption. This traffic is accepted because the router has the CRYPTO IPSEC OPTIONAL ENABLE setting, which allows such traffic.

**Recommended Action** If you did not intend to configure the crypto optional setting, you should reconfigure the box to turn it off

**Error Message**

%CRYPTO-4-IA\_ENABLE: Security warning: crypto ipsec optional is configured

**Explanation** Currently, the router has the CRYPTO IPSEC OPTIONAL ENABLE setting, which allows data which normally would be encrypted to be sent in the clear.

**Recommended Action** If you did not intend to configure the crypto optional setting, you should reconfigure the box to turn it off

**Error Message**

%CRYPTO-4-IKE\_DEFAULT\_POLICY\_ACCEPTED: IKE default policy was matched and is being used.

**Explanation** The default policy is being used because the local configured policies did not match with the peer's policies.

**Recommended Action** Unavailable.

**Error Message**

%CRYPTO-4-IKE\_DENY\_SA\_REQ: IKE denied an [chars] SA request from [chars] to [chars] due to [chars]

**Explanation** Call Admission Control is configured globally or at the IKE level on this device. Consequently an IKE SA request was denied do to the reason described in the error message.

**Recommended Action** Depending on the reason that the request was denied, either reduce the load on the system so that it can handle new IKE SA requests, or increase the maximum allowed IKE sessions if more are needed.

**Error Message**

%CRYPTO-4-IKE\_QUICKMODE\_BAD\_CERT: encrypted connection attempted with a peer without the configured certificate attributes

**Explanation** An encrypting peer attempted to establish an IPSec session with an interface which it was not authorized for. Some might consider this a hostile event.

**Recommended Action** Check if the peer should be authorized to connect with the IPSec connection. If he should be allowed, it may be a configuration issue. Otherwise, you should contact the peer's administrator.

**Error Message**

%CRYPTO-4-IKE\_SA\_LIMIT: IKE active SA count is [int] but SA limit has been set to [int].

**Explanation** The IKE SA limit that was set is less than the number of active IKE SA. Active SA will not be terminated but no additional IKE SAs can be established unless the limit is increased or the number of active SAs decreases.

**Recommended Action** Increase the IKE SA limit if necessary to establish connectivity.

**Error Message**

%CRYPTO-4-IKE\_SA\_NEGO\_LIMIT: IKE in-negotiation SA count currently is [int] but new limit has been set to [int].

**Explanation** The IKE in-negotiation SA limit that was set is less than the current number of in-negotiation IKE SA. As a result of this, no more new IKE SAs can be created. However, those already in negotiation are allowed to finish.

**Recommended Action** Increase the IKE SA limit if necessary to establish connectivity.

**Error Message**

%CRYPTO-4-IKMP\_BAD\_MESSAGE: IKE message from %s failed its sanity check or is malformed

**Explanation** A quick sanity check is done on all received ISAKMP messages to verify that all component payload types are valid, and that the sum of their individual lengths equals the total length of the received message. This message failed the sanity check. Persistently bad messages could be a denial of service attack or bad decryption.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-4-IKMP\_HASH\_SIZE\_EXCEEDED: IKE hash size exceeded with peer at [IP\_address].

**Explanation** A hash operation required by the IKE protocol has exceeded an internal limit. The IKE SA negotiation was rejected. This condition can occur if an inordinately large number of IKE policies were being proposed by the initiator.

**Recommended Action** Reduce the number of configured IKE policies.

**Error Message**

%CRYPTO-4-IKMP\_INVALID\_POLICY: ISAKMP policy rsa-encr not supported by crypto HW accelerator %s

**Explanation** rsa-encr is not supported by Hifn based crypto HW accelerators

**Recommended Action** Use ISAKMP policy rsa-sig

**Error Message**

%CRYPTO-4-IKMP\_ISR\_LIMIT\_MAX: INV SPI RECOV LIMIT %d maxed %s %s %s

**Explanation** INVALID SPI RECOVERY SAs maximum limit has been reached.

**Recommended Action** Possibly the local box reloaded.



**Error Message**

%CRYPTO-4-IKMP\_NO\_SA: IKE message from %s has no SA and is not an initialization offer

**Explanation** IKE maintains state for a communication in the form of security associations. No security association exists for this packet and it is not an initial offer from the peer to establish one. This situation could denote a denial of service attack.

**Recommended Action** Contact the remote peer and/or his administrator

**Error Message**

%CRYPTO-4-IKMP\_PKT\_OVERFLOW: ISAKMP message from %s larger (%ld) than the UDP packet length (%ld)

**Explanation** ISAKMP messages are carried in UDP packets. They have their own message length field. The message length field of this message was greater than the length of the UDP packet! This situation could denote a denial of service attack.

**Recommended Action** Contact the remote peer and/or his administrator

**Error Message**

%CRYPTO-4-IPSEC\_AAA\_START\_FAILURE: IPSEC Accounting was unable to send start record

**Explanation** The AAA subsystem was unable to send the accounting start on behalf of IPsec. This could be due to the AAA Server being unreachable.

**Recommended Action** Ensure that the AAA server is reachable and enabled for accounting.

**Error Message**

%CRYPTO-4-IPSEC\_AAA\_STOP\_FAILURE: IPSEC Accounting was unable to send stop record

**Explanation** The AAA subsystem was unable to send the accounting stop on behalf of IPsec. This could be due to the AAA Server being unreachable.

**Recommended Action** Ensure that the AAA server is reachable and enabled for accounting.

**Error Message**

%CRYPTO-4-IPSEC\_ENC\_METHOD\_NOT\_SUPPORTED: Transform %s not valid under IPsec transform %s

**Explanation** Configured encryption algorithm not supported

**Recommended Action** Specify a valid encryption algorithm for the ipsec transform

**Error Message**

%CRYPTO-4-IPSEC\_ENC\_METHOD\_NOT\_SUPPORTED\_FULL\_SPEED: Transform [chars] will run with reduced performance because of IPsec transform [chars]

**Explanation** Configured encryption algorithm will not run on the hardware encryption card. The transform is still usable, but will run with reduced performance.

**Recommended Action** If you need to use the full performance of the encryption card, specify another encryption algorithm for the ipsec transform.

**Error Message**

%CRYPTO-4-IPSEC\_ENC\_METHOD\_NOT\_SUPPORTED\_WITH\_IKE: Transform [chars] not usable with IKE because of IPsec transform [chars]

**Explanation** Configured encryption algorithm not uable with IKE with current hardware configuration.

**Recommended Action** If you need to negotiate this with IKE, specify a valid encryption algorithm for the ipsec transform.

**Error Message**

%CRYPTO-4-LLQ\_OVERSUBSCRIBE: Sum of priority class bandwidth exceeds crypto engine's throughput for small packets (crypto b/w=%u kbps, allocated b/w=%u kbps). Some priority traffic may be dropped.

**Explanation** The crypto engine may be oversubscribed by priorityclass traffic. This happens when the user tries to provision more priority class bandwidth than what the crypto engine can handle. If each class is sending at its max rate, some priority packets may be dropped.

**Recommended Action** Reduce the priority class bandwidth or reduce the number of priority classes in the policy-map

**Error Message**

%CRYPTO-4-NAMED\_KEY\_DNS\_FAIL: DNS lookup for peer [chars] failed. Use the 'addressed-key' command instead.

**Explanation** The named-key command has attempted to resolve the entered DNS name. DNS resolution has failed, and as a result, the named-key command has failed.

**Recommended Action** Use the addressed-key command to assign the public key on the basis of the IP address of the peer.

**Error Message**

%CRYPTO-4-NOAUTOSAVE: Configuration was modified. Issue 'write memory' to save new certificate

**Explanation** Auto-enroll has obtained a new router key pair and certificate. However, the running configuration was previously modified.

**Recommended Action** Issue the write memory command to save the new certificates and keys.

**Error Message**

```
%CRYPTO-4-PKT_REPLAY_ERR: %s connection id=%d, sequence number=%lu
```

**Explanation** Replay processing failed. This may be a temporary condition due to waiting for new SAs to be established. In the inbound case, this may also be due to an actual replay attack. Some might consider this a hostile event.

**Recommended Action** If the problem appears to be more than a transient one, contact the peer's administrator.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_FAIL_DECOMPRESS: pcp: %d byte packet failed to decompresspcp:
dest_addr=%i, src_addr=%i
```

**Explanation** The received IPPCP packet failed to decompress. This may be due to a decompression buffer error.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_INV_CTCP_WRAPPER: Rec'd packet has invalid cTCP wrapper
protocol. cryptoflags = [hex], sa-udp_wrapper_support = [dec], transform = [hex]
```

**Explanation** Received packet either cTCP encapsulated, but is not the correct negotiation transform. Or it expected a cTCP-encapsulated packet but it received a non-cTCP-encapsulated packet. There may simply be a policy setup error on the peer. This might be considered a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_INV_IDENTITY: %s (ip) dest_addr= %i, src_addr= %i, prot= %d
(ident) local=%i, remote=%i local_proxy=%i/%i/%d/%d, remote_proxy=%i/%i/%d/%d
```

**Explanation** Decapsulated IPSEC packet not matching negotiated identity The peer is sending other traffic through this SA. It may be due to an SA selection error by the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_INV_IDENTITY_ACL: ipsec check access: identity not allowed by
ACL (ip) dest_addr= %i, src_addr= %i, prot= %d
```

**Explanation** After all is said and done, the decaps packet fails the ACL check The peer is sending other traffic through this SA. It may be due to an SA selection error by the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message**

%CRYPTO-4-RECVD\_PKT\_INV\_PROT: decapsulate: packet missing %s, destadr=%i, actual prot=%d

**Explanation** Rec'd IPSEC packet missing an expected AH or ESP header The peer is sending packets that don't match the negotiated security policy. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message**

%CRYPTO-4-RECVD\_PKT\_INV\_SPI: decaps: rec'd IPSEC packet has invalid spi for destaddr=%i, prot=%d, spi=0x%x(%u), srcaddr=%i

**Explanation** Rec'd IPSEC packet specifies SPI that doesn't exist in SADB. This may be a temporary condition due to slight differences in aging of SAs between the IPSEC peers, or it may be because the local SAs have been cleared. It may also be because of bogus packets sent by the IPSEC peer. Some might consider this a hostile event.

**Recommended Action** If the local SAs have been cleared, the peer may not know this. In this case, if a new connection is established from the local router, the two peers may reestablish successfully. Otherwise if the problem occurs for more than a brief period, either attempt to establish a new connection or contact the peer's administrator.

**Error Message**

%CRYPTO-4-RECVD\_PKT\_INV\_UDP\_WRAPPER: Rec'd packet has invalid udp wrapper protocol. cryptoflags = %x, sa-udp\_wrapper\_support = %d, transform = %x

**Explanation** Rec'd packet either udp encapsulated, but is not correct negotiation transform. Or it expected an udp encapsulated packet, but it received a non-udp packet. There may simply be a policy setup error on the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message**

%CRYPTO-4-RECVD\_PKT\_MAC\_ERR: decrypt: mac verify failed for connection id=%d

**Explanation** MAC verify processing failed. This may be due to the use of the wrong key by either party during the MAC calculations. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message**

%CRYPTO-4-RECVD\_PKT\_MSG\_LEN\_ERR: decapsulate: packet has bad %s length destadr=%i, prot=%d, len=%d

**Explanation** Rec'd IPSEC packet is malformed: possibly encapsulation error? The peer is sending malformed packets. It may be due to a decryption error. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message**

```
%CRYPTO-4-RECV_PKT_NOT_IPSEC: Rec'd packet not an IPSEC packet. (ip)
vrf/dest_addr= [chars]/[IP_address], src_addr= [IP_address], prot= [dec]
```

**Explanation** Received packet matched crypto map ACL, but is not IPSEC-encapsulated. IPSEC Peer is sending unencapsulated packets. There may simply be a policy setup error on the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message**

```
%CRYPTO-4-RECV_PKT_NO_CPI: pcp: wrong CPI, %x, in packet from %i
```

**Explanation** The receive IPPCP packet had an improper CPI. This may be due to use of an old IPPCP security association.

**Error Message**

```
%CRYPTO-4-REM_CRYPTOMAP_TS: Please recheck your crypto map %s.
```

**Explanation** Transform set entry removed from crypto-map as it is no longer valid with hardware crypto engine enabled.

**Recommended Action** Create and apply valid transform set to cryptomap

**Error Message**

```
%CRYPTO-4-TOKENKEYSDEACTIVATED: RSA keypairs from token [chars] and associated
IPSEC sessions being deactivated now
```

**Explanation** Router RSA keypairs and associated IPSEC sessions are being deactivated because the token containing them was removed.

**Recommended Action** Re-insert the crypto token.

**Error Message**

```
%CRYPTO-4-TOKENKEYTIMEOUT: RSA keypairs for token [chars] and associated IPSEC
sessions will be deactivated in [dec] seconds
```

**Explanation** Router RSA keypairs and associated IPSEC sessions will be deactivated when the timeout expires.

**Recommended Action** Re-insert the crypto token before the timeout expires.

**Error Message**

%CRYPTO-4-TRANSFORM\_NOT\_SUPPORTED: Transform %s is not supported with the current hardware configuration. Global transform %s will be deleted.

**Explanation** System configuration modified. Some ipsec transforms which were earlier valid with software crypto are no longer valid now after switching hardware crypto.

**Recommended Action** Create valid transform sets & update cryptomaps

**Error Message**

%CRYPTO-5-GM\_REGSTER: Start registration for group [chars] using address [chars]

**Explanation** Start registration for one group.

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

**Error Message**

%CRYPTO-5-IKEV2\_SESSION\_STATUS: Crypto tunnel v2 is [chars]. Peer [chars]:[dec] [chars] [chars] [chars] [chars] [chars] [chars] [chars]

**Explanation** This is a notification message for IPSEC tunnel status.

**Recommended Action** No action is required.

**Error Message**

%CRYPTO-5-IKE\_SA\_HA\_STATUS: IKE sa's if any, for vip [IP\_address] will change from [chars] to [chars]

**Explanation** This is a notification message for crypto ike sa's changing their HA status .

**Recommended Action** No action is required

**Error Message**

%CRYPTO-5-IKMP\_AG\_MODE\_DISABLED: Unable to initiate or respond to Aggressive Mode while disabled

**Explanation** The router is configured not to accept or respond to ISAKMP aggressive mode with any peer

**Recommended Action** If you did not intend to disable aggressive-mode then remove the command

**Error Message**

%CRYPTO-5-IKMP\_INVALID\_CERT: Certificate received from %s is bad: %s

**Explanation** The certificate given by remote peer has either been revoked or expired (certificate invalid) or the signature check on the certificate failed (bad signature)

**Recommended Action** Contact the CA of the remote peer. Possibly bad CA certificate.

**Error Message**

%CRYPTO-5-IPSEC\_SA\_HA\_STATUS: IPsec sa's if any, for vip [IP\_address] will change from [chars] to [chars]

**Explanation** This is a notification message for crypto ipsec sa's changing their HA status.

**Recommended Action** No action is required.

**Error Message**

%CRYPTO-5-SESSION\_STATUS: Crypto tunnel is %s. Peer %s:%d %s %s %s %s %s %s %s %s

**Explanation** This is a notification message for IPSEC tunnel status

**Recommended Action** No action is required

**Error Message**

%CRYPTO-6-AUTOGEN: Generated new %d bit key pair

**Explanation** Auto-Enroll has generated a new router key pair

**Recommended Action** No action required. Informational message

**Error Message**

%CRYPTO-6-AUTOSAVE: Running configuration saved to NVRAM

**Explanation** Auto-enroll has obtained a new router key pair and certificate and has done an automatic memory write to NVRAM to save them.

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

**Error Message**

%CRYPTO-6-CERTFAIL: Certificate enrollment failed.

**Explanation** The certificate enrollment has encountered a fatal error.

**Recommended Action** Contact the CA administrator.

**Error Message**

%CRYPTO-6-CERTIFSRECV: Could not receive router's Certificate from file system.

**Explanation** The certificate for the router could not be received from file system.

**Recommended Action** Verify the enrollment URL. Also verify that the router can read from the file system.

**Error Message**

%CRYPTO-6-CERTIFSEND: Could not send Certificate enrollment request to file system.

**Explanation** The certificate enrollment request could not be sent to the file system.

**Recommended Action** Verify the enrollment URL. Also verify that the router is able to read from the file system.

**Error Message**

%CRYPTO-6-CERTPENDING: Enter manual authentication ...

**Explanation** The request is waiting for approval by the CA administrator.

**Recommended Action** If the request remains pending for an unacceptably long time, contact the CA administrator.

**Error Message**

%CRYPTO-6-CERTREJECT: Certificate enrollment request was rejected by Certificate Authority

**Explanation** The previously sent certificate enrollment request has been received by the CA. The CA has rejected the enrollment request.

**Recommended Action** Contact the CA administrator.

**Error Message**

%CRYPTO-6-CERTRET: Certificate received from Certificate Authority

**Explanation** The previously sent certificate enrollment request has been received by the CA. The CA has issued the certificate and sent back a copy.

**Recommended Action** No action is required.



**Error Message**

%CRYPTO-6-CERTTFTPrecv: Could not tftp router's Certificate.

**Explanation** The certificate for the router could not be received using TFTP.

**Recommended Action** Verify that the TFTP enrollment URL is valid. Also verify that the router is able to read from the TFTP server.

**Error Message**

%CRYPTO-6-CERTTFTPSEND: Could not tftp Certificate enrollment request.

**Explanation** The certificate enrollment request could not be sent using TFTP.

**Recommended Action** Verify that the TFTP enrollment URL is valid. Also verify that the router is able to write to the TFTP server.

**Error Message**

%CRYPTO-6-CERT\_FATAL\_ERR: [chars]

**Explanation** A fatal error has occurred during a certificate enroll encounter. The system will abort.

**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**

%CRYPTO-6-CET\_END\_OF\_LIFE: CET connection msg in an IPSEC\_ONLY\_IMAGE

**Explanation** CET has been End-of-lived in IOS release 12.2(1)

**Error Message**

%CRYPTO-6-ENROLL\_CANCEL: Certificate enrollment is cancelled.

**Explanation** The current certificate enrollment has been canceled.

**Recommended Action** This message occurs as a response to the no crypto ca enroll or no crypto ca trust-point commands. If this was a manually initiated enrollment, use the crypto ca enroll command to reenter the enrollment process at a later time. Entering the no crypto ca enroll command to cancel an enrollment session does not turn off automatic enrollment if it was on. The router does not need to be restarted.

**Error Message**

%CRYPTO-6-EZVPN\_CONNECTION\_DOWN: [chars]

**Explanation** Ezvpn connection is being closed. The IPsec and IKE security associations will also be brought down along with it.

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

**Error Message**

%CRYPTO-6-EZVPN\_CONNECTION\_UP: [chars]

**Explanation** Ezvpn connection is up for the client mentioned. Both IPsec and IKE security Associations are up now.

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

**Error Message**

%CRYPTO-6-FAILED\_TO\_ALLOCATE\_ENCRYPT\_QUE: Failed to allocate the encrypt queue.

**Explanation** The system has failed to allocate memory for the encryption queue.

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

**Error Message**

%CRYPTO-6-GETCERTINITIAL: Certificate enrollment failed in manual mode

**Explanation** The current certificate enrollment has failed in manual mode.

**Recommended Action** Contact the CA administrator.

**Error Message**

%CRYPTO-6-IKE\_TED\_BAD\_REPLY: Received TED reply that did not correspond to a TED probe

**Explanation** Rec'd TED reply that does not match a TED probe we currently have outstanding. This may be a one time occurrence due to the TED reply being delayed. It may also be because of ill-formed packets sent by the peer. Some might consider this a hostile event.

**Recommended Action** If the problem occurs more than once, contact the peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_ADD\_KEY\_FAIL: Unable to add public key for %s (%15i) to key ring

**Explanation** Keys are stored in keyrings on the router. An attempt to add another key to the ring failed.

**Recommended Action** Check local key rings. This is probably due to other failures.

**Error Message**

%CRYPTO-6-IKMP\_AUTH\_FAIL: Authentication method %d failed with host %s

**Explanation** The IKE process was unable to authenticate its security association with its remote peer.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_BAD\_CERT\_USE: Certificate for peer at %s prohibits attempted use (%s).

**Explanation** X.509v3 certificates can contain usage restrictions. These can restrict use of the certificate only for signatures or only for key exchange (encryption). The peer attempted to use his certificate in a manner which violated these restrictions.

**Recommended Action** Contact the remote peer, and the remote peer's CA

**Error Message**

%CRYPTO-6-IKMP\_BAD\_DOI\_NOTIFY: DOI of %d in notify message from %s

**Explanation** The DOI field in notify messages give the receiver a context in which to understand the message being notified. This DOI value is not understood and the message therefore cannot be understood.

**Recommended Action** If this situation persists contact the remote peer.

**Error Message**

%CRYPTO-6-IKMP\_BAD\_DOI\_SA: DOI value %d from SA offer from %s is invalid

**Explanation** The DOI field of an SA offer defines how to parse the fieldsSAs with an unknown DOI cannot be parsed

**Recommended Action** If this situation persists contact the remote peer's administrator

**Error Message**

%CRYPTO-6-IKMP\_CRYPT\_FAILURE: IKE (connection id %d) unable to %s packet

**Explanation** Encryption or decryption on a particular IKE thread failed.

**Recommended Action** Contact remote peer

**Error Message**

%CRYPTO-6-IKMP\_EXCEED\_MAX\_SAS\_PER\_PEER: Peer [IP\_address] exceeded maximum allowed SAs per peer: [dec]

**Explanation** The peer has exceeded the maximum number of SAs that are allowed per peer.

**Recommended Action** Contact the administrator of the remote peer.

**Error Message**

%CRYPTO-6-IKMP\_MODE\_FAILURE: Processing of %s mode failed with peer at %s

**Explanation** Negotiation with the remote peer failed.

**Recommended Action** If this situation persists contact the remote peer

**Error Message**

%CRYPTO-6-IKMP\_NOT\_ENCRYPTED: IKE packet from %s was not encrypted and it should've been.

**Explanation** A portion of the IKE exchange takes place in the clear and a portion is encrypted. This message should have been encrypted but was not.

**Recommended Action** Contact remote peer

**Error Message**

%CRYPTO-6-IKMP\_NO\_ID\_CERT\_ADDR\_MATCH: ID of %s (type %d) and certificate addr with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the IP address of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message**

%CRYPTO-6-IKMP\_NO\_ID\_CERT\_DN\_MATCH: ID of %s (type %d) and certificate DN with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the distinguished name of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message**

%CRYPTO-6-IKMP\_NO\_ID\_CERT\_FQDN\_MATCH: ID of %s (type %d) and certificate fqdn with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the fqdn of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message**

%CRYPTO-6-IKMP\_NO\_ID\_CERT\_USER\_FQDN\_MATCH: ID of %s (type %d) and certificate user fqdn with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the user fqdn of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message**

%CRYPTO-6-IKMP\_POLICY\_DEFAULT: Using ISAKMP Default policies

**Explanation** Because the user has not configured any ISAKMP policies and default ISAKMP policies are enabled, then default ISAKMP policies are used for negotiation

**Recommended Action** Informational message only. No action is required.

**Error Message**

%CRYPTO-6-IKMP\_SA\_NOT\_AUTH: Cannot accept Quick Mode exchange from %s if SA is not authenticated!

**Explanation** The IKE security association with the remote peer was not authenticated yet the peer attempted to begin a Quick Mode exchange. This exchange must only be done with an authenticated security association

**Recommended Action** Contact remote peer

**Error Message**

%CRYPTO-6-IKMP\_SA\_NOT\_OFFERED: Remote peer %s responded with attribute %s not offered or changed

**Explanation** IKE peers negotiate policy by the initiator offering a list of possible, alternate, protection suites. The responder responded with one that the initiator did not offer

**Recommended Action** Contact the remote peer

**Error Message**

%CRYPTO-6-IKMP\_UNITY\_BUT\_NO\_OU\_IN\_CERT: Cert presented by peer [IP\_address] contains no OU field. Unable to obtain group identity.

**Explanation** The certificate presented by the Unity peer contains no organizational unit field. The organizational unit field is necessary to determine the policy information based on the group identity. As a result of the lack of an organizational unit field, IKE or IPsec negotiation may fail.

**Recommended Action** Check with the administrator of the certification authority for the organizational unit of this certificate. If necessary, request a new certificate with an organizational unit that corresponds to the group name defined in the router configuration.

**Error Message**

%CRYPTO-6-IKMP\_UNK\_EXCHANGE: IKE peer at %s sent a message with unknown exchange %d

**Explanation** IKE performs actions on messages based on defined exchanges. The message received had an unknown exchange.

**Recommended Action** Contact the remote peer's administrator

**Error Message**

%CRYPTO-6-IPSEC\_USING\_DEFAULT: IPsec is using default transforms

**Explanation** No IPsec transform-set defined and default policy is enabled. Therefore default policies are being proposed to the peer

**Recommended Action** To avoid using IPsec default policy, reconfigure a transform set to be used for this crypto session.

**Error Message**

%CRYPTO-6-ISAKMP\_MANUAL\_DELETE: IKE SA manually deleted. Do 'clear crypto sa peer [chars]' to manually clear IPsec SA's covered by this IKE SA.

**Explanation** The IKE SA was deleted by user command. However, keepalives for this connection are enabled, and IPsec SAs covered by this IKE SA still exist. Since this IKE SA is now deleted, these IPsec SAs have no IKE SA covering them. The recommended action is to manually delete this IPsec SAs.

**Recommended Action** Enter the **parser** command.

**Error Message**

%CRYPTO-6-ISAKMP\_ON\_OFF: ISAKMP is %s

**Explanation** The ISAKMP process has been switched on or off either by CLI or because no crypto map or EzVPN configuration is applied to any interface.

**Recommended Action** No action required.

**Error Message**

%CRYPTO-6-LLQ\_OVERSUBSCRIBE: Sum of priority class bandwidth exceeds crypto engine's throughput for small packets (crypto b/w=[int] kbps, allocated b/w=[int] kbps). Some priority traffic may be dropped.

**Explanation** The crypto engine may be oversubscribed by priorityclass traffic. This happens when the user tries to provision more priority class bandwidth than what the crypto engine can handle. If each class is sending at its maximum rate, some priority packets may be dropped

**Recommended Action** Reduce the priority class bandwidth or reducethe number of priority classes in the policy-map.

**Error Message**

%CRYPTO-6-PKCS12EXPORT\_FAIL: PKCS #12 Export Failed.

**Explanation** An attempt to generate and export a PKCS#12 key and certificate file has failed.

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

**Error Message**

%CRYPTO-6-PKCS12EXPORT\_SUCCESS: PKCS #12 Successfully Exported.

**Explanation** A PKCS #12 key and certificate file has been generated and successfully exported.

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

**Error Message**

%CRYPTO-6-PKCS12IMPORT\_FAIL: PKCS #12 Import Failed.

**Explanation** An attempt to import a PKCS#12 key and certificate file has failed.

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

**Error Message**

%CRYPTO-6-PKCS12IMPORT\_SUCCESS: PKCS #12 Successfully Imported.

**Explanation** A PKCS#12 key and certificate file has been successfully imported.

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

**Error Message**

%CRYPTO-6-PRINTABORT: %s caused early termination of show output%s

**Explanation** While showing a list, the list was changed or elements changed. This can happen if SA's are re-negotiated at the time the show-command was paused, or if someone reconfigured or cleared SA's, amongst other things. This is not an error, but a side-effect of a dynamic system.

**Recommended Action** In general, this is merely a warning, that the output from the show command is most likely incomplete. Re-running the show-command should provide the newest information. On a busy system, with ever-changing SA's, this may appear frequently.

**Error Message**

%CRYPTO-6-PRNG\_SEED\_KEY\_ERROR: Pseudo-random number generator seed and seed key was identical

**Explanation** The X9.17 random number specification requires us to check for the same value appearing as the seed and the seed key. This message indicates that the condition was discovered.

**Recommended Action** The X9.17 random number will occasionally produce this condition, and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.



**Error Message**

%CRYPTO-6-RANDOM: A pseudo-random number was generated twice in succession

**Explanation** A pseudo-random number generator produced the same number twice in succession.

**Recommended Action** Under normal circumstances a pseudo-random number generator will occasionally produce the same number twice in succession and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CRYPTO-6-TOKENADMINCHANGEPIN: Cryptographic Token [chars] ADMIN PIN change Successful

**Explanation** The cryptographic token has accepted the new administrator PIN offered by the router.

**Recommended Action** Informational message only. No action required.

**Error Message**

%CRYPTO-6-TOKENADMINLOGIN: Cryptographic Token [chars] ADMIN Login Successful

**Explanation** The cryptographic token has accepted the administrator PIN offered by the router.

**Recommended Action** Informational message only. No action required.

**Error Message**

%CRYPTO-6-TOKENCHANGEPIN: Cryptographic Token [chars] PIN change Successful

**Explanation** The cryptographic token has accepted the new PIN offered by the router.

**Recommended Action** Informational message only. No action is required.

**Error Message**

%CRYPTO-6-TOKENINSERTED: Cryptographic token [chars] inserted in [chars]

**Explanation** A cryptographic token has been detected.

**Recommended Action** Informational message only. No action is required.

**Error Message**

%CRYPTO-6-TOKENLOGIN: Cryptographic Token [chars] Login Successful

**Explanation** The cryptographic token has accepted the PIN offered by the router.

**Recommended Action** Informational message only. No action is required.

**Error Message**

%CRYPTO-6-TOKENLOGOUT: Cryptographic Token [chars] Logout Successful

**Explanation** The router has logged out from the cryptographic token.

**Recommended Action** Informational message only. No action is required.

**Error Message**

%CRYPTO-6-TOKENREMOVED: Cryptographic token [chars] removed from [chars]

**Explanation** A cryptographic token has been detected.

**Recommended Action** Informational message only. No action is required.

**Error Message**

%CRYPTO-6-TOKENSTOREKEY: Key [chars] stored on Cryptographic Token [chars] Successfully

**Explanation** A new keypair has been written out to the cryptographic token.

**Recommended Action** Informational message only. No action is required.

**Error Message**

%CRYPTO-6-TOKENTIMEOUTCANCELLED: Cryptographic Token [chars] re-inserted. removal timeout cancelled

**Explanation** A cryptographic token containing private keyfiles has been re-inserted in time. Router RSA keypairs and associated IPSEC sessions will be NOT be deactivated.

**Recommended Action** Informational message only. No action is required.

**Error Message**

%CRYPTO-6-VPN\_TUNNEL\_STATUS: [chars]

**Explanation** VPN tunnel status.

**Recommended Action** No action is required.

**Error Message**

%CRYPTO\_HA\_IKE-3-FAILOVER\_ERROR: Attempt to failover IKE SA ([IP\_address]:[IP\_address]) failed due to [chars]. No stateful failover available for this SA.

**Explanation** The HA Active device attempted to checkpoint the state of an IKE SA to the Standby, but the Standby device was unable to create the Standby IKE SA.

**Recommended Action** Look for other error messages at log level WARNING or turn on debugs to look for the specific reason of the failure.

**Error Message**

%CRYPTO\_HA\_IKE-4-CRYPTO\_HA\_NOT\_SUPPORTED\_BY\_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'

**Explanation** Crypto Hardware is enabled, but the hardware does not support HA operations like insert/extract of keys.

**Recommended Action** Replace Crypto hardware with one that support HA operations or disable the hardware to use software crypto engine.

**Error Message**

%CRYPTO\_HA\_IPSEC-3-FAILOVER\_ERROR: Attempt to failover IPsec SA ([IP\_address]:[IP\_address]) failed due to [chars]. No stateful failover available for this SA.

**Explanation** The HA Active device attempted to checkpoint the state of an IKE SA to the Standby, but the Standby device was unable to create the Standby IKE SA.

**Recommended Action** Look for other error messages at log level WARNING or turn on debugs to look for the specific reason of the failure.

**Error Message**

%CRYPTO\_HA\_IPSEC-3-HA\_IPSEC\_UPDATE\_PROC\_FAIL: Start of HA IPsec update process failed

**Explanation** Starting of the IPsec HA process failed Updates will not be sent from active to standby.

**Recommended Action** The system might need to be re-booted if this is a part of an IPsec HA setup. CTLPROVIDERSERV Messages

**Recommended Action** The following are CTL provider service messages.

**Error Message**

%CRYPTO\_HA\_IPSEC-4-CRYPTO\_HA\_NOT\_SUPPORTED\_BY\_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'

**Explanation** Crypto hardware is enabled, but the hardware does not support HA operations such as insert or extract keys.

**Recommended Action** Replace Crypto hardware with one that supports HA operations or disable the hardware to use software the crypto engine.

**Error Message**

%CRYPTO\_RSA\_ISSU-3-GET\_BUFFER: Crypto RSA ISSU client failed to get buffer for message. Error: [dec] ([chars])

**Explanation** Crypto RSA ISSU client failed to get buffer for building a negotiation message. Thus it cannot send the negotiation message to the standby unit. When there is a problem in the negotiaton the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show logging and show checkpoint client** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CRYPTO\_RSA\_ISSU-3-INIT: Crypto RSA ISSU client initialization failed to [chars]. Error: [dec] ([chars])

**Explanation** Crypto RSA ISSU client could not be initialzed, this will cause catastrophic failure when ISSU upgrade or downgrade is performed.

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

**Error Message**

%CRYPTO\_RSA\_ISSU-3-INVALID\_SESSION: Crypto RSA ISSU client does not have a valid registered session.

**Explanation** Crypto RSA ISSU client does not have a valid registered session. When there is a problem with the session the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability entries** and **show issu session** and **show issu negotiated capability** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CRYPTO\_RSA\_ISSU-3-MSG\_NOT\_OK: Crypto RSA ISSU client message type [dec] is not compatible

**Explanation** Crypto RSA ISSU client received an incompatible message from the peer unit. Since the message is not compatible it cannot be processed by this unit

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability entries** and **show issu session** and **show issu negotiated capability** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CRYPTO\_RSA\_ISSU-3-MSG\_SIZE: Crypto RSA ISSU client failed to get the MTU for message type [dec]. Error: [dec] ([chars])

**Explanation** Crypto RSA ISSU client failed to calculate MTU for the message specified. The dot1x ISSU client will not be able to send message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability entries** and **show issu session** and **show issu negotiated capability** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CRYPTO\_RSA\_ISSU-3-SEND\_NEGO\_FAILED: Crypto RSA ISSU client failed to send negotiation message. Error: [dec] ([chars])

**Explanation** Crypto RSA ISSU client failed to send a session negotiation message to the peer. When there is a problem in the ISSU negotiation the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show logging** and **show checkpoint client** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CRYPTO_RSA_ISSU-3-SESSION_NEGO: Crypto RSA ISSU client encountered unexpected client nego_done. Error: [dec] ([chars])
```

**Explanation** Crypto RSA ISSU client encountered an unexpected 'client negotiation done'.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu session** and **show issu negotiated capability** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CRYPTO_RSA_ISSU-3-SESSION_REGISTRY: Crypto RSA ISSU client failed to register session information. Error: [dec] ([chars])
```

**Explanation** Crypto RSA ISSU client failed to register session information. When there is a problem with the session the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability entries** and **show issu session** and **show issu negotiated capability** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CRYPTO_RSA_ISSU-3-SESSION_UNREGISTRY: Crypto RSA ISSU client failed to unregister session information. Error: [dec] ([chars])
```

**Explanation** Crypto RSA ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu session** and **show issu negotiated capability** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CRYPTO\_RSA\_ISSU-3-TRANSFORM\_FAIL: Crypto RSA ISSU client [chars] transform failed for message type [dec]. Error: [dec] ([chars])

**Explanation** Crypto RSA ISSU client could not transform the message. If the transmit transformation failed, it means that the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, it means that the checkpoint message cannot be applied on the standby unit. In both cases the Crypto RSA state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu session** and **show issu negotiated version** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## CSG Messages

**Error Message**

%CSG-3-ERROR: Module %d: %s

**Explanation** An error occurred in a CSG module.

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

**Error Message**

%CSG-3-RELOADNOTOK: CSG ACCOUNTING %s reload on module %d failed.

**Explanation** Informational message whenever a CSG configuration is reloaded as a result of power recycling a CSG card.

**Recommended Action** No action is required.

**Error Message**

%CSG-4-WARNING: Module %d: %s

**Explanation** Some possibly undesired event occurred in a CSG module.

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

**Error Message**

%CSG-6-LIRELOADOK: CSG LI reload on module %d successful

**Explanation** Informational message whenever a CSG LI configuration is reloaded as a result of power recycling a CSG card.

**Recommended Action** No action is required.

**Error Message**

%CSG-6-RELOADOK: CSG ACCOUNTING %s reload on module %d successful

**Explanation** Informational message whenever a CSG configuration is reloaded as a result of power recycling a CSG card.

**Recommended Action** No action is required.

**Error Message**

%CSG\_CSM-3-CSGRELOADNOTOK: CSG service [chars] reload on module [dec] failed.

**Explanation** A CSG configuration is reloaded because of a power-recycling of a CSM card.

**Recommended Action** No action is required.

**Error Message**

%CSG\_CSM-3-CSGUNLOADNOTOK: CSG service [chars] unload of module [dec] failed.

**Explanation** The CSM has returned a failure indication during an unload operation sequence.

**Recommended Action** No action is required.



**Error Message**

%CSG\_CSM-6-CSGRELOADOK: CSG service [chars] reload on module [dec] successful

**Explanation** A CSG configuration is reloaded because of a power-recycling of a CSM card.

**Recommended Action** No action is required.

**Error Message**

%CSG\_CSM-6-CSGUNLOADOK: CSG service [chars] unload of module [dec] successful

**Explanation** A CSG configuration is unloaded because of a CSM mode switch.

**Recommended Action** No action is required.

## CSM Messages

**Error Message**

%CSM-1-CAS\_ALLOC\_FAIL: Fail to add new signal channel %d/%d timeslot %d

**Error Message**

%CSM-1-CAS\_MSG\_DEPLETED: An error was encountered in enqueueing a CAS message - %s.

**Explanation** The modem may no longer be usable.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

**Error Message**

%CSM-1-CSM\_BAD\_EVENT: %s: %d/%d received invalid event %d

**Explanation** An invalid operation was detected by the router

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

**Error Message**

%CSM-1-CSM\_CALL\_INFO\_HWIDB\_MISMATCH: csm\_call\_info hwidb mismatch

**Explanation** An internal error has occurred in CSM. The HWIDB is no longer pointing to this 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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

**Error Message**

```
%CSM-1-CSM_CALL_INFO_MISMATCH: csm_call_info contains mismatch information call info has %s:%d framer gives %d/%d:%d
```

**Error Message**

```
%CSM-1-CSM_CALL_NO_RESOURCE: Failed to allocate resource for call from %d/%d:%d
```

**Error Message**

```
%CSM-1-CSM_MODEM_BAD: Modem %d/%d has been marked as bad by the router software.
```

**Explanation** The modem is no longer usable due to a runtime error.

**Recommended Action** The modem may become operational following a reset of the router. If not, copy the error message exactly as it appears and contact your technical support representative.

**Error Message**

```
%CSM-1-CSM_MSG_DEPLETED: An error was encountered in enqueueing an internal CSM message - [chars].
```

**Explanation** Modem recovery action may not work properly.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CSM-1-CSM_STRING_OVERRUN: String copy exceeded buffer size
```

**Explanation** The string written into the allocated buffer exceeded the size of the buffer. This can cause memory corruption.

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

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

**Error Message**

```
%CSM-1-CSM_UNKNOWN_FAIL_CODE: Unknown fail code [dec]
```

**Explanation** The CSM attempted to process an unknown fail code.

**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**

```
%CSM-1-DCHAN_ALLOC_FAIL: For channel %s
```

**Error Message**

```
%CSM-1-HWIDB: %s: hwidb is NULL
```

**Explanation** An internal software error occurred.

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

**Error Message**

```
%CSM-1-HWIDB_SUBBLOCK: %s: hwidb subblock for b channel %d is in use
```

**Explanation** An internal software error occurred.

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

**Error Message**

%CSM-1-HWREV: The T1 or E1 network module is incompatible with the digital modems:  
%s

**Explanation** The T1 or E1 network module cannot be used with digital modems.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

**Error Message**

%CSM-1-INITFAIL: %s

**Error Message**

%CSM-1-INITPORT: %s at slot %d, port %d

**Explanation** An initialization error occurred on the specified port. The error message specifies more details

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

**Error Message**

%CSM-1-INITPORTFAIL: Initialization of vdev %d/%d/%d failed

**Error Message**

%CSM-1-INITSYS: %s

**Explanation** Failed to create a periodic process for CSM or the number of digit collectors reported to CSM exceeds the maximum number of digit collectors.

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

**Error Message**

%CSM-1-INVALID\_DC\_NUMBER: Initialization failed with invalid digit collector count

**Error Message**

%CSM-1-MODEM\_INFO: %s: modem\_info is NULL

**Explanation** An internal software error occurred.

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

**Error Message**

%CSM-1-NEW\_RBS\_CHAN: A new RBS channel added

**Error Message**

%CSM-1-NO\_CHANNEL: [chars]

**Explanation** No signalling channels are available. All the channels have been allocated.

**Recommended Action** Wait for a channel to become available. If the modems are not functional or this message appears frequently, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

%CSM-1-NO\_CSM\_CALL\_INFO: No call control block

**Error Message**

%CSM-1-NO\_HWIDB: No B channel associated with call

**Error Message**

%CSM-1-QUEUE\_ERROR: An error was encountered in enqueueing a %s (%d) for slot/port %d/%d.

**Explanation** The modem may no longer be usable.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

**Error Message**

%CSM-1-RBS: %s at slot %d, controller %d, timeslot %d

**Explanation** This is an internal software error. An attempt is made to add non existent CAS signalling interface.

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

**Error Message**

%CSM-1-UNEXPECTEDEVENT: An Unexpected event received by tone process - %d %d.

**Explanation** An invalid operation was detected by the router

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

**Error Message**

%CSM-3-NO\_VDEV: No modems associated: (%s), Chan(%d), Id(%d)

**Error Message**

%CSM-3-TGRM\_UPDATE\_FAILURE: The trunk group resource manager failed to update channel status to [chars] for channel [chars]:[dec]:[dec]

**Explanation** Unavailable.

**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**

%CSM-4-HWIDB\_ALREADY\_IN\_USE: hwidb is already in use by another call

**Explanation** A call is already using this HWIDB. The new call is rejected.

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

**Error Message**

%CSM-5-BRI: NULL

**Explanation** An ISDN BRI interface has changed state. Details of the new state are shown in the error message.

**Recommended Action** No action is required.

**Error Message**

%CSM-5-CAS\_IPC\_QUEUED: CAS mbox at %x in use - message has been %s.

**Explanation** A CAS IPC message has been queued because the mailbox is in use.

**Recommended Action** This is a notification message. Copy the error message exactly as it appears and contact your technical support representative if the modems are not functional or this message appears frequently.

**Error Message**

%CSM-5-MBRI: %s at slot %d, unit %d, with index %d

**Explanation** An ISDN MBRI interface has changed states. Details of the new state are shown in the error message.

**Recommended Action** No action is required.

**Error Message**

%CSM-5-PRI: %s at slot %d, unit %d, channel %d with index %d

**Explanation** A PRI signalling channel is added/deleted to CSM's inventory of signalling channels.

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

**Error Message**

%CSM\_SLB-3-ERROR: Module %d error: %s

**Explanation** An error occurred in a CSM-SLB module.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CSM\_SLB-3-IDB\_ERROR: Unknown error occurred while configuring IDB for CSM-SLB module: %s.

**Explanation** Unable to configure data path for CSM-SLB card.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.



**Error Message**

%CSM\_SLB-3-OUTOFMEM: Module %d memory error: %s

**Explanation** Out of memory condition while downloading SLB configurations onto CSM card.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CSM\_SLB-3-PORTCHANNEL: Portchannel allocation failed for module %d.

**Explanation** Unable to allocate enough portchannel groups for CSM-SLB card.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CSM\_SLB-3-REDUNDANCY: Module %d FT error: %s

**Explanation** An error occurred in CSM-SLB fault tolerance.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CSM\_SLB-3-RELOAD: Module %d configuration reload failed: %s

**Explanation** Configuration reload of the CSM-SLB card failed.

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

**Error Message**

%CSM\_SLB-3-SCRIPT: Module %d script error: %s

**Explanation** An error occurred in a CSM-SLB script.

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

**Error Message**

%CSM\_SLB-3-UNEXPECTED: Module %d unexpected error: %s

**Explanation** An unexpected error condition occurred on the CSM-SLB card while performing Server Load Balancing.

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

**Error Message**

%CSM\_SLB-3-VERMISMATCH: Module %d image version mismatch, RP = %s, CSM = %s: %s

**Explanation** Router image and CSM-SLB image do not correspond.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CSM\_SLB-4-ARPCONFIG: Module %d ARP configuration error: %s

**Explanation** Error creating or removing a static ARP route.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CSM\_SLB-4-DUPLICATEID: Module %d duplicate ID : %s

**Explanation** Same ID was used to create multiple entities.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-4-ERRPARSING: Module %d configuration warning: %s

**Explanation** Syntax error in a URL or COOKIE regular expression in SLB configuration.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-4-INVALIDID: Module %d invalid ID : %s

**Explanation** The entity identified does not exist.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-4-PROBECONFIG: Module %d probe configuration error: %s

**Explanation** Health probe configuration failed.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-4-REDUNDANCY\_WARN: Module %d FT warning: %s

**Explanation** Some possibly undesired event occurred in CSM-SLB fault tolerance.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CSM\_SLB-4-REGEXMEM: Module %d regular expression memory error: %s

**Explanation** A lookup table does not contain enough space to store the configured URL and COOKIE regular expressions. Use 'show ip slb memory' to determine which virtual server(s) were unable to be configured because of insufficient memory.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-4-SCRIPT\_WARN: Module %d script warning: %s

**Explanation** Some possibly undesired event occurred in CSM-SLB scripting.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

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

**Error Message**

```
%CSM_SLB-4-TOPOLOGY: Module %d warning: %s
```

**Explanation** There may be a problem with your network topology or configuration.

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

**Error Message**

```
%CSM_SLB-4-VERWILDCARD: Received CSM-SLB module version wildcard on slot %d.  
Supervisor has version %d.
```

**Explanation** User issued a command from the linecard to bypass the safeguard against module version mismatch. As a result, configuration may fail.

**Recommended Action** No action is required.

**Error Message**

```
%CSM_SLB-4-WARNING: Module %d warning: %s
```

**Explanation** Some possibly undesired event occurred in a CSM-SLB module.

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

**Error Message**

```
%CSM_SLB-6-GATEWAYSTATE: Module %d gateway state changed: %s
```

**Explanation** A gateway changed states.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-6-INFO: Module %d info: %s

**Explanation** Some event occurred in a CSM-SLB module.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-6-REDUNDANCY\_INFO: Module %d FT info: %s

**Explanation** Some event occurred in CSM-SLB fault tolerance.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-6-RSERVERSTATE: Module %d server state changed: %s

**Explanation** A real server changed states (failed or recovered). Possible causes might be configuration changes, arp checks or health probes.

**Recommended Action** No action is required.

**Error Message**

%CSM\_SLB-6-SCRIPT\_INFO: Module %d script info: %s

**Explanation** Some event occurred in CSM-SLB scripting.

**Recommended Action** No action is required.

**Error Message**

%CSM\_TGRM-3-UNEXPEVT: An Unexpected event was reported by the CSM-TGRM Interface service

**Explanation** The system has detected an internal software error. The interface service between the call-switching modules and the trunk group resource manager received an event that is invalid.

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

# CSM\_TRUNK\_MGR Messages

The following are Call Switching Manager (CSM) Trunk Manager messages.

## Error Message

%CSM\_TRUNK\_MGR-3-TRUNK\_VALIDITY\_FAILURE: [chars]

**Explanation** A trunk validity failure has occurred. This error usually indicates that memory is corrupted. But it can also indicate a problem with initialization or uninitialization.

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

## Error Message

%CSM\_VOICE-3-ADDINTRFFAIL: The Voice Telephony Service Provider has rejected our request to add this voice interface (%d/%d:%d)

**Explanation** The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider

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

## Error Message

%CSM\_VOICE-3-MALLOC: No memory is available to build any internal data structure for the voice software.

**Explanation** The voice software was unable allocate memory to build any internal data structures. The system may be out of memory.

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

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

#### Error Message

```
%CSM_VOICE-3-NOMEM: No memory is available to build the voice interface (%d:%d)
```

**Explanation** The voice software was unable allocate memory to build a voice interface data structure. The system may be out of memory.

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

#### Error Message

```
%CSM_VOICE-3-NOSDB: No signaling data block is available to build the voice interface (%d/%d:%d)
```

**Explanation** The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system may be out of memory.

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



**Error Message**

%CSM\_VOICE-3-NOTDMCHNL: CSM failed to get a free dsp tdm channel from the DSP Resource Manager (DSPRM) to handle an incoming call

**Explanation** The voice software was unable to obtain the tdm channel for a free dsp from the DSP Resource Manager. All of the dsp's have been used to process calls, or have been taken out of service.

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

**Error Message**

%CSM\_VOICE-3-NOVDEVINFO: CSM null voice resource info

**Explanation** An internal software error has occurred. There were no free voice resources available to make an outgoing voice call.

**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**

%CSM\_VOICE-3-TDMHPMADDFAIL: CSM failed to add the CAS TDM hairpinning call

**Explanation** The CSM voice software interface was unable to add this call as hairpinning because of presence of another call for the same DS0. Internal software error.

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

**Error Message**

%CSM\_VOICE-3-UNDEFDSX0: Undefined dsx0 interface for controller(%d)

**Explanation** The dsx0 interface for the specified controller is not defined but the voice software use it.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

**Error Message**

%CSM\_VOICE-3-UNDEFVOICEINTRF: Invalid interface slot:controller:group(%d/%d:%d)

**Explanation** The voice interface defined by slot:controller:group is not yet defined within the voice software but attempts were made to use this interface.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

## CT3 Messages

**Error Message**

%CT3-1-CONFIGURE: Failed to configure %d interfaces in bay %d, shutting down bay

**Explanation** The CT3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Replace the CT3 port adapter.

**Error Message**

%CT3-1-DISCOVER: Found [dec] interfaces in bay [dec], shutting down bay

**Explanation** The CT3 hardware has failed. Some components on the board failed to initialize.

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

**Error Message**

%CT3-1-DISCOVER: Found %d interfaces in bay %d, shutting down bay

**Explanation** The CT3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message**

%CT3-1-DWNLDFAIL: Microcode to slot [dec]**Explanation** The firmware download into the CT3 port adapter has failed.

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

**Error Message**

%CT3-1-DWNLDFAIL: Microcode to slot %d

**Explanation** Failed to download firmware into the CT3 port adapter.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message**

%CT3-1-INITFAIL: Slot %d firmware init (%s)

**Explanation** CT3 firmware initialization failure.

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

**Error Message**

%CT3-1-INITFAILP: %s init failed at %s

**Explanation** CT3 initialization failure.

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

**Error Message**

%CT3-1-NOTREADY: Slot %d for microcode download

**Explanation** An error was detected on the communication path between VIP and CT3.

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

**Error Message**

%CT3-1-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, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message**

%CT3-1-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. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message**

%CT3-1-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, collect the output of 'show tech-support' command immediately, and report it to your and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message**

%CT3-1-UNSUPPORTED: %s

**Explanation** A CT3 Port Adapter was detected which has a revision earlier than rev3. This port adapter pre-dates the router platform it has been installed in, and is not a supported combination.

**Recommended Action** Upgrade to a CT3 Port Adapter which is rev3 or above.

**Error Message**

```
%CT3-2-CT3FWCRASHED: CT3 F/W crashed in bay %d: %#x - reset
```

**Explanation** CT3 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**

```
%CT3-2-CT3FWCRASHEDINFO: %#08x %08x %08x %08x
```

**Explanation** CT3 firmware crash information

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

**Error Message**

```
%CT3-2-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, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message**

```
%CT3-3-BADMSG: [chars]: Received unexpected mailbox message (id = [dec])
```

**Explanation** An unexpected message has been received from the CT3 firmware.

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

**Error Message**

```
%CT3-3-BADMSG: Received unexpected mailbox message (id = %d)
```

**Explanation** Unexpected message from CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message**

%CT3-3-CT3NOACC: %s - Accumulator is not available

**Explanation** An invalid TX accumulator is detected.

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

**Error Message**

%CT3-3-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**

%CT3-3-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, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message**

%CT3-3-MBOXRECV: Failed to receive reply %d from bay %d firmware

**Explanation** A message was not received from CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message**

%CT3-3-MBOXSEND: Failed to send msg %d to bay %d firmware

**Explanation** A message was not sent to CT3 firmware.

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

**Error Message**

%CT3-3-MBOXSENDM: Failed to send msg %s to bay %d firmware

**Explanation** Specified message was not sent to CT3 firmware.

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

**Error Message**

%CT3-3-MBOXSENDP: Failed to send msg %d to %s driver firmware

**Explanation** A port related message was not sent to CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message**

%CT3-3-NOTMXT: Slot %d device ID seen as %#x, expected %#x (Mueslix)

**Explanation** Failed to detect the hdlc controller on the CT3.

**Recommended Action** Replace the CT3 port adaptor.

**Error Message**

%CT3-3-NOTPLX: Slot %d device ID seen as %#x, expected %#x (PLX9060)

**Explanation** The PLX 9060 was not detected on the CT3.

**Recommended Action** Replace the CT3 port adaptor.

**Error Message**

%CT3-3-OWNERR: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The CT3 driver detected that the transmit ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

# CTA Messages

## Error Message

%CTA-0-ERRSTASH: PA[dec] CTA [hex]-[hex] buffer [hex] not in stash, pc: [hex]

**Explanation** An error has been detected in the processing of host-bound messages.

**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

%CTA-0-ERRSTATE1: PA[dec] CTA [hex]-[hex] sequence error during subchannel setup, pc: [hex]

**Explanation** A sequence error has occurred. A host write was received when the subchannel setup was in a &quot;pending open&quot; state.

**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

%CTA-0-ERRSTATE2: PA[dec] CTA [hex]-[hex] sequence error during subchannel setup, pc: [hex]

**Explanation** A sequence error has occurred. A host write was received when the subchannel setup was in a &quot;pending open&quot; state.

**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

%CTA-0-ERRSTATE3: PA[dec] CTA [hex]-[hex] sequence error during subchannel setup, pc: [hex]

**Explanation** A sequence error has occurred. A host write was received when the subchannel setup was in a &quot;pending open&quot; state.

**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**

%CTA-0-ERRSTATE4: PA[dec] CTA [hex]-[hex] sequence error during subchannel setup, pc: [hex]

**Explanation** A sequence error has occurred. A host write was received when the subchannel setup was in a &quot;setup complete&quot; state.

**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**

%CTA-0-INACTIVE: PA[dec] CTA [hex]-[hex] reset after being inactive for [dec] seconds

**Explanation** The specified subchannel has been inactive for more than the subchannel timeout interval. Either the host has been halted or the VTAM has been terminated by a z net cancel command.

**Recommended Action** Restart the VTAM HOST and activate the XCA major node.

**Error Message**

%CTA-0-MSGERR1: PA[dec] CTA [hex]-[hex] mismatch between channel block size and msg counts

**Explanation** An error involving a mismatch between the channel block size and the message counts has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CTA-0-MSGERR2: PA[dec] CTA [hex]-[hex] msg size less than DLC hdr size

**Explanation** The host has sent an invalid message. The message size is less than the DLC header size.

**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**

%CTA-0-MSGERR3: PA[dec] CTA [hex]-[hex] Received CTA command not recognized

**Explanation** A CTA command code has been received that is not in the valid range.

**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**

%CTA-0-NOMEM: CTA attempt to acquire memory failed, pc: [hex]

**Explanation** An attempt by the CTA to create a pool or allocate a buffer 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**

%CTA-0-QUEUE\_ERROR: PA[dec] CTA [hex]-[hex] attempt to init or alloc a queue failed at [hex]

**Explanation** An attempt by the CTA to initialize or allocate a queue 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**

%CTA-0-SYSMGT\_ERROR1: CTA detected error in sysmgt call: invalid CSNA DEVICE length

**Explanation** An invalid parameter has been received in a system management call.

**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**

%CTA-0-SYSMGT\_ERROR2: CTA detected error in sysmgt call: invalid LLC2 CONN length

**Explanation** An invalid parameter has been received in a system management call.

**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**

%CTA-0-SYSMGT\_ERROR3: CTA detected error in sysmgt call: invalid CSNA type

**Explanation** An invalid parameter has been received in a system management call.

**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**

```
%CTA-0-UNEXP_ATTN_EVENT: PA[dec] CTA [hex]-[hex] unexpected event [int] in attn state [int], setup state [int]
```

**Explanation** An unrecognized event has been received by the CTA attention FSM. The receipt of the unrecognized event is an unrecoverable situation. This instance of CTA is initialized, and the CMPC TG node must be cycled to resume operation.

**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**

```
%CTA-0-UNEXP_EVENT: PA[dec] CTA [hex]-[hex] received unrecognized type code [hex] at [hex]
```

**Explanation** A transfer element type code not in the valid range has been received.

**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**

```
%CTA-0-UNEXP_LSI_CMD: PA[dec] CTA [hex]-[hex] received LSI command [hex] at [hex]
```

**Explanation** An LSI command code not in the valid range has been received.

**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**

```
%CTA-0-UNEXP_LSI_STATUS: CTA received status [hex] in LSI cmd [hex]
```

**Explanation** An LSI status code not valid for the command has been received.

**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**

```
%CTA-6-BADCHAIN: PA[dec] CTA [hex]-[hex] Too many buffers in a CSNA write chain.
```

**Explanation** All the data sent in a CSNA write chain should fit in one transfer list element. The data sent in the CSNA required more than one.

**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**

%CTA-6-FLUSH: PA[dec] CTA [hex]-[hex] Read data flushed.

**Explanation** Because of an error on the channel, some data that was intended to be sent to the channel was not sent to the channel. The VTAM will receive an error indication and the VTAM should retry the operation.

**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**

%CTA-6-INACT\_ATT\_N\_STATE: Attention FSM state: [chars]

**Explanation** This message indicates the state of the FSM. This message is associated with the previous INACTIVE message. An error involving the FSM has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CTA-6-INACT\_FLOW\_COUNTS: Flow stop/resume [int]/[int]

**Explanation** This message indicates the total count of &quot;flow stop&quot; and &quot;flow resume&quot; frames that were passed by CTA to the host. This message is associated with the previous INACTIVE message. An error involving the channel transport architecture device task/mapper has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CTA-6-INACT\_FLOW\_QUEUED: Flow Resume queued in CTA : [int]

**Explanation** This message indicates the number of &quot;flow resume&quot; messages that were queued to the host in the CTA. This message is associated with the previous INACTIVE message. An error involving the channel transport architecture device task/mapper has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CTA-6-INACT\_FREEMEM: Free Memory: [hex]

**Explanation** This message indicates the current amount of free memory. This message is associated with the previous INACTIVE message.

**Recommended Action** No action is required.

**Error Message**

%CTA-6-INACT\_SCBS: SCBs in SLC : [dec]

**Explanation** This message indicates the number of SCBs that are queued in the SLC. It is associated with the previous INACTIVE message.

**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**

%CTA-6-INACT\_SLOWDOWN: Slowdown [chars]: [chars], [int] ms

**Explanation** This message indicates the slowdown state and duration. This message is associated with the previous INACTIVE message. An error involving the channel transport architecture device task/mapper has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CTA-6-INIT: PA[dec] CTA [hex]-[hex] Device initialized

**Explanation** A CSNA device has been initialized. The device string is in the form CSNA x/yyyy/zz, where x is the daughterboard number, yyyy is the path, and zz is the device number.

**Recommended Action** No action is required.

**Error Message**

%CTA-6-LONGREC: PA[dec] CTA [hex]-[hex] Attempt to transmit too large a record.

**Explanation** The amount of data being read by the channel has exceeded the size of the read CCW.

**Recommended Action** If this message occurs with CSNA and the MAXPIU variable is set to less than 4500, then increase the MAXPIU value. Otherwise, report this error to your Cisco technical support representative.

**Error Message**

%CTA-6-SHUTDOWN: PA[dec] CTA [hex]-[hex] Device shutdown

**Explanation** A CSNA device has been shut down. The device string is in the form CTAn/mmmm/yy, where n is the daughterboard number, mmmm is the path, and yy is the device number.

**Recommended Action** No action is required.

## CTLPROVIDERSERV Messages

**Error Message**

%CTLPROVIDERSERV-3-NOINIT: Can't initialize Credentials server

**Explanation** Internal problems with initializing ports for the Credentials server

**Recommended Action** Ensure that the Credentials server port is available on the local machine.

**Error Message**

%CTLPROVIDERSERV-3-NOEMEM: Can't initialize memory for Credentials server

**Explanation** Insufficient memory for Credentials server.

**Recommended Action** Increase the amount of available memory.

**Error Message**

%CTLPROVIDERSERV-3-NOPROC: Could not start Credentials Server

**Explanation** An internal problem in process creation has been encountered.

**Recommended Action** No action is required.

**Error Message**

%CTLPROVIDERSERV-3-NOSOCKETS: Max Number of Credentials Server sockets exceeded

**Explanation** There are too many Credentials clients requesting service.

**Recommended Action** Reduce number of Credentials requesting service.

# CTRC Messages

## Error Message

%CTRC-3-APPCERROR: %s

**Explanation** An APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server.

**Recommended Action** This usually indicates a problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

## Error Message

%CTRC-3-APPCVERB: Unexpected APPC error: opcode %04x, primary code %04x, secondary code %08lx

**Explanation** An unexpected APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server. Opcode identifies the APPC API call that received the error. Primary and secondary return codes are returned by the APPC API.

**Recommended Action** This usually indicates a problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message**

%CTRC-3-NOBUFFS: No buffers available to %s

**Explanation** CTRC attempted to allocate a buffer while performing the operation described in the message text. A buffer pool does not contain enough items to satisfy the allocation request.

**Recommended Action** This problem most commonly occurs whenever a public buffer pool runs out of elements. Determine the which pool has run out of buffers using the show buffers command. Adjust the pool size using the buffers configuration command.

**Error Message**

%CTRC-3-SNASWNOTSTARTED: SNASW is not started -- unable to connect to remote database.

**Explanation** A client connected to a ctrc server, but ctrc was unable to connect out to the remote database because SNASW is not started. ctrc uses SNASW to connect to the remote database server. You must start SNASW before ctrc clients attempt to connect.

**Recommended Action** Start SNASW, and retry the client connection.

**Error Message**

%CTRC-3-SNASWSTOPPED: SNASW was stopped -- existing connections have been closed.

**Explanation** SNASW was stopped while ctrc connections were open. Stopping SNASW caused all open SNA connections to the remote database server to be lost. As a result, all client connections were disconnected. You should not stop SNASW while there are open ctrc connections.

**Recommended Action** Restart SNASW. Disconnected clients must reconnect.

**Error Message**

%CTRC-4-APPCWARN: %s

**Explanation** An APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server.

**Recommended Action** This usually indicates a temporary problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.



# CTS Messages

## Error Message

%CH-1-RM\_STATE: \_state\_ attribute still available

**Explanation** The \_state\_ attribute was still available in CH db re\_auth recand it should have been removed by now as part of the re\_auth process.

**Recommended Action** No action required

## Error Message

%CTS-3-ACL\_UNCONFIGURED: Access-list [chars] has been dynamically unconfigured from CTS policy because it has been [chars].

**Explanation** An access-list configured as defining CTS L3 traffic or exemption policy has been deleted or modified so that it can no longer be used for defining CTS policy. It has therefore been removed from the CTS layer3 policy configuration.

## Error Message

%CTS-3-AUTHZ\_ADD\_DATA\_FAILED: [chars] failed to add [chars] to [chars]

**Explanation** An error occurred while CTS Authz attempted to build its 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

%CTS-3-AUTHZ\_DATA\_CREATE\_FAILED: [chars] failed to create [chars]

**Explanation** An error occurred while CTS Authz attempts to create an internal 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CTS-3-AUTHZ_DATA_EXCEEDS_LIMIT: [chars] encountered [chars]([dec]) exceeds  
max([dec])
```

**Explanation** Data exceeds maximum limits allowed.

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

**Error Message**

```
%CTS-3-AUTHZ_DATA_FAILED: [chars] failed to obtain [chars]
```

**Explanation** An error occurred while CTS Authz attempted to get/create 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CTS-3-AUTHZ_DATA_NULL: [chars] encounters NULL [chars]
```

**Explanation** An unexpected NULL pointer/data is encountered.

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

**Error Message**

%CTS-3-AUTHZ\_DATA\_UNINIT: [chars] appears uninitialized

**Explanation** CTS Authz unexpectedly encountered an uninitialized data

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

**Error Message**

%CTS-3-AUTHZ\_FAILED\_SYNC\_RCV: Standby failed receive sync msg([chars])

**Explanation** An error occurred while the Standby is receiving sync data from the Active.

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

**Error Message**

%CTS-3-AUTHZ\_GENERIC\_FAILURE: [chars] [chars]

**Explanation** CTS Authorization encountered internal error.

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

**Error Message**

%CTS-3-AUTHZ\_INSTALL\_FAILED: [chars] failed to install [chars] [chars]

**Explanation** An error occurred while CTS Authz attempted to program the policy.

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

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

#### Error Message

%CTS-3-AUTHZ\_INVALID\_DATA: [chars] encountered invalid [chars]

**Explanation** CTS Authz encountered an unexpected invalid data type.

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

#### Error Message

%CTS-3-AUTHZ\_NOT\_SUPPORTED: [chars] encountered [chars] not unsupported

**Explanation** CTS encountered an unsupported data type or feature. This could be due to incompatibility

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

#### Error Message

%CTS-0-AUTHZ\_OUT\_OF\_MEM: [chars] failed to create [chars] due to insufficient memory

**Explanation** The system is experiencing insufficient memory.

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

**Error Message**

%CTS-3-AUTHZ\_POLICY\_FAIL\_TO\_REMOVE: Failed to remove [chars] policy from the authorization dbase

**Explanation** An error occurred while CTS attempted to remove the specified policy from its database. This could result in an action not being accomplished.

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

**Error Message**

%CTS-3-AUTHZ\_POLICY\_INGRESS\_FAILED: Failed to [chars] Ingress policy for [chars]

**Explanation** An error occurred while CTS attempted to acquire or install anIngress policy from the ACS.

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

**Error Message**

%CTS-3-AUTHZ\_POLICY\_INTERNAL\_FAILED: Failed to acquire/install policy for [chars] due to internal error

**Explanation** An error occurred while CTS attempted to acquire/install a policy which may be caused by internal software error

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

**Error Message**

%CTS-3-AUTHZ\_POLICY\_PEER\_DOWNLOAD\_FAILED: Failed to download peer policy for [chars]

**Explanation** An error occurred while CTS attempted to acquire peer policy from the ACS.

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

**Error Message**

%CTS-3-AUTHZ\_POLICY\_RBACL\_ACE\_FAILED: Failed to [chars][chars] RBACL '[chars]' for SGT=[dec] due to ACE '[chars]' error

**Explanation** An error occurred in the ACE while CTS attempted to acquireRBACL policy from the ACS.

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

**Error Message**

%CTS-3-AUTHZ\_POLICY\_RBACL\_FAILED: Failed to [chars][chars] RBACL [chars] for SGT=[dec]

**Explanation** An error occurred while CTS attempted to acquire RBACL policy from the ACS.

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

**Error Message**

%CTS-3-AUTHZ\_POLICY\_WILDCARD\_FAILED: Failed to download default/unknown policy

**Explanation** An error occurred while CTS attempted to acquire wildcard policy from the ACS.

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

**Error Message**

%CTS-3-AUTHZ\_SYNC\_FAILED: Failed to send [chars] sync msg([chars]) to Standby

**Explanation** An error occurred while CTS Authz is performing a sync to the Standby.

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

**Error Message**

%CTS-1-CTS\_ALERT: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%CTS-7-CTS\_ASSERT: Assertion Failure ( [chars] @[chars]:[dec] ) : [chars]

**Explanation** An internal software error occurred.

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

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

#### Error Message

%CTS-1-CTS\_CRED\_ACTION\_NEEDED: CTS credentials are missing or inconsistent in the redundant keystore.  
Please re-configure cts credentials or execute cts change-password.

**Explanation** A redundant keystore was detected as either not containing any CTS credentials, or having a different set of credentials as contained in the active keystore. This means that CTS authentication will fail upon switchover unless remedial action is taken before then. Either use the "cts credentials ..." CLI to re-configure the CTS device-id and password, or use the "cts change-password ..." CLI to initiate a password change with the AAA server. Either of these actions will cause the device-id and password to be inserted in both the active and redundant keystores.

#### Error Message

%CTS-2-CTS\_CRIT: [chars]

**Explanation** An internal software error occurred.

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

#### Error Message

%CTS-0-CTS\_EMERG: [chars]

**Explanation** An internal software error occurred.

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



**Error Message**

%CTS-3-CTS\_ERR: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%CTS-6-CTS\_INFO: [chars]

**Explanation** Informational messages

**Recommended Action** No action is required.

**Error Message**

%CTS-5-CTS\_NOTICE: [chars]

**Explanation** Normal but significant conditions

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

**Error Message**

%CTS-4-CTS\_WARNING: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

```
%CTS-3-DOT1X_CONFIG_FAILED: Failed to configure dot1x for int([chars])
```

**Explanation** An error occurred while CTS attempts to configure dot1x for a CTS link

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

**Error Message**

```
%CTS-3-DOT1X_FORCE_PORT_AUTHORIZED_FAILED: Failed to force dot1x port authorized for int([chars])
```

**Explanation** An error occurred while CTS attempts to force dot1x port authorized on a CTS link

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

**Error Message**

```
%CTS-6-DOT1X_FORCE_PORT_AUTHORIZED_SUCCESS: Successfully forced dot1x port authorized for int([chars])
```

**Explanation** Port has been put to FORCE AUTHORIZED on a CTS link

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

**Error Message**

```
%CTS-3-DOT1X_INIT_FAILED: Failed to initialize dot1x for int([chars])
```

**Explanation** An error occurred while CTS attempts to initialize dot1x for a CTS link

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

**Error Message**

```
%CTS-6-DOT1X_PAE_CONFIG: [chars] dot1x PAE([chars]) for int([chars])
```

**Explanation** The interface has been configured for dot1x PAE(s)

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

**Error Message**

```
%CTS-3-DOT1X_PAE_FAILED: Failed to [chars] dot1x PAE([chars]) for int([chars])
```

**Explanation** An error occurred while CTS attempts to start/stop dot1x PAE(s) for a CTS link

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

**Error Message**

%CTS-3-GCM\_NO\_LICENSE: CTS link [chars] is being shut down: please install MACSec Encryption License (<http://www.cisco.com/go/license>)

**Explanation** A MACSec Encryption License is required to use gcm-encryption on secure links. All CTS links configured to run gcm-encryption will be held in administratively down state until the gcm-encryption is removed from the interface configuration or until a MACSec Encryption License is installed.

**Recommended Action** Either install a MACSec Encryption License or configure all CTS interfaces with cipher modelists that do not include gcm.

**Error Message**

%CTS-3-GENERIC\_FAILURE: [chars] [chars]

**Explanation** CTS Core encountered internal error.

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

**Error Message**

%CTS-3-GLOBAL\_DOT1X\_DISABLED: Global dot1x config is currently disabled - CTS will not run

**Explanation** Global dot1x is not enabled and hence, CTS will not run

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

**Error Message**

%CTS-6-IFC\_CACHE\_APPLIED: Cache data applied for int([chars])

**Explanation** Inform the user that the CTS link is brought up using cache data

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

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

#### Error Message

```
%CTS-3-IFC_DATA_DESC_DECODE_FAILED: [chars] failed to decode the data-descriptor  
- swidb unknown
```

**Explanation** An error occurred while the system attempted to decode the data-descriptor in order to obtain the swidb

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

#### Error Message

```
%CTS-3-IFC_DATA_DESC_ENCODE_FAILED: [chars] failed to encode the data-descriptor  
for int([chars])
```

**Explanation** An error occurred while the system attempted to encode the swidb into the data-descriptor

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

#### Error Message

```
%CTS-3-IFC_DATA_NULL: [chars] encounters NULL [chars]
```

**Explanation** An unexpected NULL pointer/data is encountered.

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

**Error Message**

```
%CTS-3-IFC_LINK_OBJ_FAILED: [chars] failed to get link_obj for int([chars])
```

**Explanation** An error occurred while CTS IFC attempts to access the link object.

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

**Error Message**

```
%CTS-0-IFC_OUT_OF_MEM: [chars] failed to create [chars] due to insufficient memory
```

**Explanation** The system is experiencing insufficient memory.

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

**Error Message**

```
%CTS-3-IFC_SYNC_FAILED: Failed to send [chars] sync msg([chars]) to Standby
```

**Explanation** An error occurred while CTS IFC is performing a sync to the Standby.

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

**Error Message**

%CTS-3-IFC\_SYNC\_FAILED\_2: [chars], Failed to send [chars] sync msg([chars]) to Standby

**Explanation** An error occurred while CTS IFC is performing a sync to the Standby.

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

**Error Message**

%CTS-3-INVALID\_ACL: Access-list [chars] invalid for CTS policy: [chars].

**Explanation** An access-list configured as defining CTS L3 traffic or exemption policy cannot be used because of the specified reason.

**Error Message**

%CTS-3-INVALID\_MSGID\_RCV: [chars] received invalid HA/ISSU msgId([dec])

**Explanation** CTS Core encountered an unexpected invalid HA/ISSU message ID.

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

**Error Message**

%CTS-3-LSC\_CA\_STORE\_FAIL: Failed to install certificate of CA that issued our locally-significant certificate

**Explanation** An error occurred while installing the certificate of our issuing CA. When this error occurs, the locally-significant certificate will be discarded and CTS will continue to use its password credentials for authentication.

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

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

#### Error Message

```
%CTS-3-LSC_ENROLL_FAIL: Failed to set re-enrollment attributes for CTS locally-significant certificate.
```

**Explanation** An error occurred while setting the re-enrollment attributes for the new CTS certificate. When this error occurs, the newcertificate will be discarded and CTS will continue to use its password credentials for authentication.

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

#### Error Message

```
%CTS-3-LSC_STORE_FAIL: Failed to install newly-provisioned locally-significant certificate.
```

**Explanation** An error occurred while installing our locally significant certificate to be used for CTS. This means that we cannot be authenticated using a certificate. If a CTS password is available, we will continue to authenticate using the password.

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

#### Error Message

```
%CTS-4-NO_PROV_SECRET: No shared secret available for provisioning PAC from server [IP_address].
```

**Explanation** We are unable to provision or reprovision a CTS PAC because we do not have a configured RADIUS shared secret for the server and there are no valid unexpired PACs that can be used to secure the re-provisioning exchange.

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



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

#### Error Message

%CTS-4-PAC\_EXP\_UNAVAIL: Credential lifetime of PAC ([chars]) unavailable, no refresh scheduled.

**Explanation** A PAC in the keystore is missing the Credential Lifetime field in its PAC-info. Since the expiration time is unavailable, we do not know when to schedule a refresh for this PAC.

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

#### Error Message

%CTS-5-PASSWORD\_CHANGE\_ONE: CTS password in the keystore has been renamed "[chars]" .

**Explanation** An MSCHAPv2 change-password sequence has been successfully executed and the old password is being renamed for fallback use. This is the first of a 2-part operation. Next the new password will be renamed to become the active password.

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

#### Error Message

%CTS-5-PASSWORD\_CHANGE\_TWO: A new CTS password has been installed as "[chars]" in the keystore.

**Explanation** A new CTS password has been installed in the keystore following a successful MSCHAPv2 change-password sequence. The old password has been saved for fallback use.

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

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

**Error Message**

%CTS-6-POLICY\_COA\_DONE: Command [chars]=[chars] completed

**Explanation** A Change of Authorization request has been serviced

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

**Error Message**

%CTS-6-POLICY\_COA\_NO\_ACTION: Command [chars]=[chars] has no change

**Explanation** A Change of Authorization request has been received, but no action was taken due to the system is already in possession of the requested data

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

**Error Message**

%CTS-6-POLICY\_COA\_NO\_SESSION: Command [chars]=[chars] has no session associated

**Explanation** A Change of Authorization request has been received for information that the system is not in possession of

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

**Error Message**

```
%CTS-3-POLICY_COA_RBACL_FAILED: Failed to complete request for  
update-rbacl ([chars]-[chars])
```

**Explanation** An error occurred while CTS attempted to service a Change of Authorization request for the update-rbacl command

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

**Error Message**

```
%CTS-6-POLICY_COA_RBACL_REQUEST: Command [chars]=[chars]-[chars]
```

**Explanation** A Change of Authorization request command is received for update-rbacl

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

**Error Message**

```
%CTS-3-POLICY_COA_SGT_FAILED: Failed to complete CoA request for  
update-sgt ([chars])
```

**Explanation** An error occurred while CTS attempted to service a Change of Authorization request for the update-sgt command

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

**Error Message**

```
%CTS-6-POLICY_COA_SGT_REQUEST: Command [chars]=[chars]
```

**Explanation** A Change of Authorization request command is received for update-sgt

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

**Error Message**

```
%CTS-3-POLICY_HA_PROC_FAIL: Error starting up HA switchover Policy refresh process.
```

**Explanation** A failure has occurred in switchover which has prevented the policy refresh process to be launched. User should manually refresh policies via the "cts refresh policy" command

**Recommended Action** Issue command "cts refresh policy" and verify policy timers are active, If timers do not start

**Error Message**

```
%CTS-3-POLICY_INSTALL_FAIL: An error occurred while trying to program the hardware (error code [dec])
```

**Explanation** An error occurred while trying to program the hardware to implement the configured policy.

**Error Message**

```
%CTS-3-PORT_AUTHORIZED_FAILED: Failed to authorize Port for int([chars])
```

**Explanation** Port failed to be authorized on a CTS link

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

**Error Message**

```
%CTS-6-PORT_AUTHORIZED_SUCCESS: Port authorized for int([chars])
```

**Explanation** Port has been authorized on a CTS link

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

**Error Message**

```
%CTS-6-PORT_UNAUTHORIZED: Port unauthorized for int([chars])
```

**Explanation** Port has been unauthorized on a CTS link

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

**Error Message**

```
%CTS-3-PP_CTS_EC_NOT_CTS: Physical port is not configured for CTS, but port-channel is.
```

**Explanation** Physical port cannot join the channel-group (port-channel) unless CTS configs match the channel.

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

**Error Message**

%CTS-3-PP\_CTS\_MODE\_EC\_MISMATCH: Physical port CTS mode does not match the port-channel's CTS mode.

**Explanation** Physical port cannot join the port-channel unless their CTS modes match.

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

**Error Message**

%CTS-3-PP\_CTS\_TIMER\_REAUTH\_EC\_MISMATCH: Cannot bundle interface. CTS Reauth Timer mismatch. [chars] = [dec] [chars] = [dec]

**Explanation** Physical port cannot join the port-channel if CTS timer reauthentication values differ.

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

**Error Message**

%CTS-3-PP\_NOT\_CTS\_EC\_CTS: Physical port is configured for CTS, but port-channel is not.

**Explanation** Physical port cannot join the channel-group (port-channel) unless their CTS configs match.

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

**Error Message**

%CTS-5-ROOT\_CA\_STORE\_DONE: A trusted-root certificate to be used for CTS has been installed.

**Explanation** A CTS trusted-root certificate was received from a AAA server during an EAP-FAST enrollment. This certificate will be used for validating all AAA servers' certificates received from here on.

**Error Message**

%CTS-3-ROOT\_CA\_STORE\_FAIL: Could not install the CTS trusted-root certificate.

**Explanation** An error occurred while installing the CTS trusted-root certificate. This means that CTS cannot validate AAA servers' certificates received during EAP-FAST exchanges.

**Error Message**

%CTS-3-SEND\_MSG\_TO\_CORE\_FAILED: Failed to send msg([dec]) to core process

**Explanation** An error occurred while CTS attempts to send a message event to the core process

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

**Error Message**

%CTS-3-SSO\_NO\_LICENSE: CTS GCM links are being shut down. Please install a MACSec Encryption License on the new active supervisor (<http://www.cisco.com/go/license>)

**Explanation** A MACSec Encryption License is required to use gcm-encryption on secure links. If the active supervisor has a license but the standby does not, then links may run GCM encryption. However on switchover all links running GCM will be shut down because the new active does not have a License.

**Recommended Action** Either install a MACSec Encryption License (<http://www.cisco.com/go/license>) on each of the redundant supervisors or configure all CTS interfaces with cipher modelists that do not include gcm.

**Error Message**

%CTS-3-STDBY\_NO\_LICENSE: CTS link [chars] may be shut down on switchover: please install MACSec Encryption License on the standby supervisor  
(<http://www.cisco.com/go/license>)

**Explanation** A MACSec Encryption License is required to use gcm-encryption on secure links. If the active supervisor has a license but the standby does not, then links may run GCM encryption. However on switchover all links running GCM will be shut down because the new active does not have a License.

**Recommended Action** Either install a MACSec Encryption License or configure all CTS interfaces with cipher modelists that do not include gcm.

**Error Message**

%CTS-5-SXP\_BINDING\_ADD: Binding [chars]<[chars], [dec]>-<[IP\_address], [dec]> added to SXP database.

**Explanation** Binding added to the SXP database.

**Recommended Action** No action is required.

**Error Message**

%CTS-5-SXP\_BINDING\_CHG: Binding [chars]<[chars], [dec]>-<[IP\_address], [dec]> changed: old connection instance number:[dec], old sgt:[dec].

**Explanation** Binding changed in the SXP database.

**Recommended Action** No action is required.

**Error Message**

%CTS-5-SXP\_BINDING\_DEL: Binding [chars]<[chars], [dec]>-<[IP\_address], [dec]> deleted in SXP database.

**Explanation** Binding deleted in the SXP database.

**Recommended Action** No action is required.

**Error Message**

%CTS-3-SXP\_BINDING\_ERR: Binding [chars]<[chars], [dec]>-<[IP\_address], [dec]> [chars]

**Explanation** SXP binding update error.

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



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

**Error Message**

%CTS-5-SXP\_BINDING\_FWD: Binding [chars]<[chars], [dec]>-<[IP\_address], [dec]> is forwarded to the peer.

**Explanation** SXP forwarded binding to the peer.

**Recommended Action** No action is required.

**Error Message**

%CTS-5-SXP\_BINDING\_REQ: SXP received binding forwarding request ([chars]) binding [chars]<[chars], [dec]>.

**Explanation** SXP received a binding forwarding request.

**Recommended Action** No action is required.

**Error Message**

%CTS-5-SXP\_BINDING\_UPD: Binding [chars]<[chars], [dec]> [chars]. Update binding manager.

**Explanation** SXP updated binding manager with the binding change.

**Recommended Action** No action is required.

**Error Message**

%CTS-6-SXP\_CONFIG: Connection [chars]<[IP\_address], [IP\_address]> [chars]

**Explanation** A SXP configuration error occurred. The connection can not be setup correctly.

**Recommended Action** Ensure that the connection configure on both ends have the matched mode, IP addresses.

**Error Message**

%CTS-6-SXP\_CONN\_STATE\_CHG: Connection [chars]<[IP\_address], [IP\_address]>- [dec] state changed from [chars] to [chars].

**Explanation** SXP Connection with the specified instance number changed state.

**Recommended Action** No action is required.

**Error Message**

```
%CTS-3-SXP_CONN_STATE_CHG_OFF: Connection [chars]<[IP_address],  
[IP_address]>-[dec] state changed from [chars] to Off.
```

**Explanation** SXP Connection with the specified instance number changed state.

**Recommended Action** No action is required.

**Error Message**

```
%CTS-5-SXP_DFT_PASSWORD_CHANGE: CTS SXP password changed.
```

**Explanation** The SXP system password has been changed.

**Recommended Action** No action is required.

**Error Message**

```
%CTS-5-SXP_DFT_SRCIP_CHG: SXP default source IP is changed [IP_address] -->  
[IP_address].
```

**Explanation** SXP default source IP is changed on this device.

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

**Error Message**

```
%CTS-4-SXP_INTERNAL: CTS SXP [chars]
```

**Explanation** The CTS SXP system encountered internal failure.

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

**Error Message**

%CTS-3-SXP\_LISTENER: Fail to start global listening socket after TCP process restart.

**Explanation** SXP on this device can not accept SXP connection setup request from the remote devices.

**Recommended Action** Disable and enable SXP feature to see if the global listening socket can be restarted.

**Error Message**

%CTS-3-SXP\_MSG\_PARSE: Connection [chars]<[IP\_address], [IP\_address]> [chars]

**Explanation** An error occurred while parsing SXP message.

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

**Error Message**

%CTS-6-SXP\_SRC\_IP: Source IP address ([chars] [IP\_address]) does not belong to this device.

**Explanation** An error occurred while using this source IP address to set up SXP connection.

**Recommended Action** Re-configure SXP connection to have a valid source IP address.

**Error Message**

%CTS-5-SXP\_STATE\_CHANGE: CTS SXP [chars]

**Explanation** The SXP feature has changed operational state. SXP feature is functioning only when the feature is enabled.

**Recommended Action** No action is required.

**Error Message**

%CTS-6-SXP\_TIMER\_START: Connection [chars]<[IP\_address], [IP\_address]> [chars] timer started.

**Explanation** The specified SXP timer started.

**Recommended Action** No action is required.

**Error Message**

%CTS-6-SXP\_TIMER\_STOP: Connection [chars]<[IP\_address], [IP\_address]> [chars] timer stopped.

**Explanation** The specified SXP timer stopped.

**Recommended Action** No action is required.

**Error Message**

%CTS-5-SXP\_VRF\_DEL: SXP Connection <[IP\_address], [IP\_address]> configuration in VRF:[chars] is removed.

**Explanation** A VRF is removed, the connections configured in this VRF should be removed.

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

**Error Message**

%CTS\_HA-3-CHKPT\_REG\_FAIL: CTS HA add CTS checkpoint client failure.

**Explanation** CTS HA failed to add checkpoint client. No CTS data will be synced to Standby in this case.

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

**Error Message**

%CTS\_HA-3-RECEIVE\_FAILED: CTS HA failed to process message recieved from Active device. CTS component Id [dec], message Id [dec], max header size [dec], size [dec], max message size [dec].

**Explanation** CTS HA client on Standby device failed to process checkpoint message. CTS state between the active device and the Standby device is not identical.

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

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

#### Error Message

%CTS\_HA-3-SEND\_FAILED: CTS HA failed to send checkpoint message. CTS component Id [dec], message Id [dec], header size [dec], max header size [dec], message size [dec], max size [dec].

**Explanation** The CTS HA client failed to send a checkpoint CTS state between the active device and the standby device is not identical.

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

#### Error Message

%CTS\_HA\_ISSU-3-CAP\_INVALID\_SIZE: CTS HA empty tlv size.

**Explanation** Received empty tlv list during capability 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CTS\_HA\_ISSU-3-CAP\_NOT\_COMPATIBLE: CTS HA capability not compatible

**Explanation** CTS HA failed during capability 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CTS\_HA\_ISSU-3-GET\_BUFFER: CTS HA ISSU client failed to get buffer for message.  
Error: [dec] ([chars])

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

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

**Error Message**

%CTS\_HA\_ISSU-6-INCOMPAT: CTS HA ISSU client negotiation results incompatible

**Explanation** The CTS HA ISSU client message version is not compatible on Active and Standby. No CTS data will be synced to Standby in this case

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

**Error Message**

%CTS\_HA\_ISSU-3-INIT: CTS HA ISSU client initialization failed to [chars]. Error: [dec] ([chars])

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

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

**Error Message**

%CTS\_HA\_ISSU-3-MSG\_NOT\_COMPATIBLE\_WITH\_PEER: Message [dec] in component [dec] is not compatible with the peer.

**Explanation** Message not compatible with the peer.

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

**Error Message**

%CTS\_HA\_ISSU-3-SEND\_NEGO\_FAILED: CTS HA ISSU client failed to send negotiation message. Error: [dec] ([chars])

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

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

**Error Message**

%CTS\_HA\_ISSU-3-SESSION\_REGISTRY: CTS HA ISSU client failed to register session information. Error: [dec] ([chars])

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

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

**Error Message**

%CTS\_HA\_ISSU-3-SESSION\_UNREGISTRY: CTS HA ISSU client failed to unregister session information. Error: [dec] ([chars])

**Explanation** The CTS HA ISSU client failed to unregister session information.

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

**Error Message**

%CTS-3-SXP\_LISTENER: Fail to start global listening socket after TCP process restart.

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

**Error Message**

%CTS-6-SXP\_PASSWORD\_CHANGE: CTS SXP password changed

**Explanation** The cts sxp system password has been changed.

**Recommended Action** No action is required.

**Error Message**

%CTS-6-SXP\_STATE\_CHANGE: CTS SXP %s

**Explanation** The cts sxp system component has changed operational state.

**Recommended Action** No action is required.



**Error Message**

%CTS\_HA-3-CHKPT\_REG\_FAIL: CTS HA add CTS checkpoint client failure

**Explanation** CTS HA failed to add checkpoint client. No CTS data will be synced to Standby in this case

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

**Error Message**

%CTS\_HA-3-RECEIVE\_FAILED: CTS HA client failed to process message recieved from Active device.

**Explanation** CTS HA client on Standby device failed to process checkpoint message. CTS state between the active device and the Standby device is not identical.

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

**Error Message**

%CTS\_HA-3-SEND\_FAILED: CTS HA client on Active device failed to send checkpoint message. CTS component Id %d, message Id %d

**Explanation** The CTS HA client failed to send a checkpoint CTS state between the active device and the standby device is not identical.

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

**Error Message**

%CTS\_HA\_ISSU-3-CAP\_INVALID\_SIZE: CTS HA empty tlv size.

**Explanation** Received empty tlv list during capability 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CTS\_HA\_ISSU-3-CAP\_NOT\_COMPATIBLE: CTS HA capability not compatible

**Explanation** CTS HA failed during capability 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CTS\_HA\_ISSU-3-GET\_BUFFER: CTS HA ISSU client failed to get buffer for message.  
Error: %d (%s)

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

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

**Error Message**

%CTS\_HA\_ISSU-3-INIT: CTS HA ISSU client initialization failed to %s. Error: %d (%s)

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

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

**Error Message**

%CTS\_HA\_ISSU-3-MSG\_NOT\_COMPATIBLE\_WITH\_PEER: Message %d in component %d is not compatible with the peer.

**Explanation** Message not compatible with the peer.

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

**Error Message**

%CTS\_HA\_ISSU-3-SEND\_NEGO\_FAILED: CTS HA ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The CTS HA 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**

%CTS\_HA\_ISSU-3-SESSION\_REGISTRY: CTS HA ISSU client failed to register session information. Error: %d (%s)

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

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

**Error Message**

%CTS\_HA\_ISSU-3-SESSION\_UNREGISTRY: CTS HA ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The CTS HA ISSU client failed to unregister session information.

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

**Error Message**

%CTS\_HA\_ISSU-6-INCOMPAT: CTS HA ISSU client negotiation results incompatible

**Explanation** The CTS HA ISSU client message version is not compatible on Active and Standby. No CTS data will be synced to Standby in this case

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

information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show issu capability entries and show issu session and show issu negotiated version )

## CTUN Messages

### Error Message

%CTUN-5-RECURDOWN: [chars] temporarily disabled due to recursive routing

**Explanation** This message can occur if you try to route to the ctunnel destination address via the ctunnel. This is usually caused by a misconfiguration of the ctunnel or a temporary instability due to route flapping elsewhere in the network. It is important to take steps to ensure that routing information between the carrier networks and the payload networks is not allowed to mix. If the router discovers a recursive routing problem, it will temporarily shut down the ctunnel interface for a few minutes, so that the situation that is causing this problem can resolve by itself as the routing protocols converge. If the problem is caused by misconfiguration, the link may oscillate indefinitely.

**Recommended Action** No action is required.

## CWAN Messages

The following are Constellation WAN messages.

### Error Message

%CWANLC-2-PCIERROR: Fatal PCI Error %s seen on PCI Bus %d

**Explanation** A Fatal PCI Error was detected on the PCI bus. Most likely it is a hardware problem.

**Recommended Action** Call your technical support representative for assistance if this message persists.

### Error Message

%CWANLC-3-CWANLC\_EARL\_VERSION\_NOTICE: CWAN receives mismatch Earl version notification. New Earl%u vs Earl%u

**Explanation** The RP has determined, via an SCP find operation, that the version of the EARL switching engine on the line card has changed. This message occurs during switchover operation. The version of the EARL switching engine is specified in the message text.

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

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

#### Error Message

```
%CWANLC-3-FATAL: %s
```

**Explanation** The Optical Services Module line card has encountered 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%CWANLC-3-FPD_INCOMPATIBLE: FPD ID=%u image in this FPD package is for revision %u.x boards. It is incompatible with current board revision of %u.%u
```

**Explanation** This FPD package does not contain images that are compatible with the current board revision.

**Recommended Action** Perform the FPD upgrade operation with a newer version of FPD image package that is compatible with the running Cisco IOS software. Consult with the FPD image package section of the Cisco IOS software release note to confirm if your board revision is supported for a particular release.

#### Error Message

```
%CWANLC-3-HWREVREADFAIL: Failed to retrieve h/w version from EEPROM
```

**Explanation** The Linecard failed to read the hardware version from the CPU 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWANLC-3-IPCALLOCFAIL: Failed to allocate IPC buffer %s

**Explanation** The Linecard failed to allocate a buffer for communication with the Route Processor (Draco).

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

**Error Message**

%CWANLC-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

**Explanation** The Linecard failed to create a port for communication with the Route Processor (Draco).

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

**Error Message**

%CWANLC-3-IPCPORTFAIL: Failed to open IPC port '%s' %s

**Explanation** The Linecard failed to open a port for communication with the Route Processor (Draco).

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

**Error Message**

%CWANLC-3-IPCSENDFAIL: Failed to send IPC message %s

**Explanation** The Linecard failed to send a message to the Route Processor (Draco).

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

**Error Message**

%CWANLC-3-LONGSTALL: Long bus stall ([int] ms), check for improperly seated cards

**Explanation** A stall has been detected, and the backplane stall was longer than expected.

**Recommended Action** Ensure that all cards are firmly seated. A recurring problem may indicate a hardware failure.

**Error Message**

%CWANLC-3-LTL\_NOPPEPORTMAP: Failed to retrieve default port mapping for packet processor %u

**Explanation** The linecard software initialization was not completed correctly

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

**Error Message**

%CWANLC-3-TVPN\_NOMEM: Failed to start vpn, not enough memory

**Explanation** The OSM card could not start VPN due to a memory exhaustion

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

**Error Message**

%CWANLC-4-BUSSTALL: Constellation BUS Stall detected

**Explanation** A stall has been detected on the Constellation bus. The stall might have been caused by some OIR activity on the bus.

**Recommended Action** No action is required.

**Error Message**

%CWANLC-4-LOGMSGTOOBIG: Logger message length exceeds max, %u bytes

**Explanation** The Linecard attempted to send a large message to the Route Processor (Draco).

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



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

**Error Message**

%CWANLC-5-IPCPENDING: Too many messages (%d) in IPC pending queue

**Explanation** The IPC pending queue is growing. Will soon deplete the IPC header cache and the IO buffers

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

**Error Message**

%CWANLC-5-NOSCPPING: Linecard has not sent SCP PING responses for too long

**Explanation** SCP ping mechanism is used by RP/SP processors to monitor if the linecard executing IOS is in a healthy state. This SCP ping response has not been sent by the line card for long time now - the line card has exported its context information to the RP and may be powercycled. The exported context is available in the output of 'show diag'

**Recommended Action** Save the 'show diag' output generated and contact your technical support representative if the line card is reset

**Error Message**

%CWANLC-6-BUSSTALL: Constellation BUS Stall detected

**Explanation** This message indicates that a stall was detected on the Constellation Bus probably due to some OIR activity on the Bus.

**Recommended Action** No action needed, Informational.

**Error Message**

%CWANLC-6-BUSSTALLCLEAR: Constellation BUS Stall cleared

**Explanation** This message indicates that a stall was cleared on the Constellation Bus.

**Recommended Action** No action needed, Informational.

**Error Message**

`%CWANLC-6-LONGSTALL: Long bus stall (%u ms), check for improperly seated cards`

**Explanation** This message indicates that a stall was detected, but the backplane stall was longer than expected.

**Recommended Action** Make sure all cards are firmly seated. If the problem reoccurs, it may indicate a hardware failure.

**Error Message**

`%CWANLC_ATM-3-CMDERR: %s: %s IPC command fails (cause: 0x%04x)`

**Explanation** The ATM RP driver experienced IPC command error.

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

**Error Message**

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

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

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

`%CWANLC_ATM-3-IPC_ERROR: [chars]: IPC command '[chars]' failure due to '[chars]'`

**Explanation** The SPA ATM RP driver experienced IPC command error.

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

**Error Message**

%CWANLC\_ATM-3-NOVPSpace: %s: out of VP space for VPI %d

**Explanation** Out of VPs on the SAR.

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

**Error Message**

%CWANLC\_ATM-3-VCCLOSEFAIL: %s: Failed to remove VC %d/%d cause %u

**Explanation** Attempt to remove VC on the linecard failed.

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

**Error Message**

%CWANLC\_ATM-3-VCENCTYPE: ([dec]/[dec]) VC :[int] unknown VC encapsulation type ([int])

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CWANLC\_ATM-3-VPCLOSEFAIL: %s: Failed to remove VP %d cause %u

**Explanation** Attempt to remove VP on the linecard failed.

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

**Error Message**

%CWANLC\_ATM-4-ADJUSTPEAKRATE: [chars]: Shaped peak rate adjusted to [dec]

**Explanation** The CM622 card supports a shaped peak cell rate or sustained cell rate of half the line rate. The range specified was over the maximum range and has been adjusted to a value within the range.

**Recommended Action** Either specify a shaped peak rate value within the range or use the adjusted value.

**Error Message**

%CWANLC\_ATM-4-CLOSEPEND: %s: The TX SAR is currently freeing internal buffers previously allocated for the identical channel id. The execution of the current command is delayed.

**Explanation** The TX SAR has taken longer than expected to free its internal buffers.

**Recommended Action** No action is required.

**Error Message**

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

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

**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**

%CWANLC\_ATM-4-MISMATCH\_VCENCAP: %s: Cannot mix VC encapsulation types in multipoint interfaces

**Explanation** This ATM card only allows VC encapsulations of the same type on the main interface or multipoint subinterfaces

**Recommended Action** Reconfigure the ATM interface with matching VC encapsulations

**Error Message**

%CWANLC\_ATM-4-SEMHOOG: %s: Process %d (%s) hogging semaphore -- called by process %d (%s)

**Explanation** The named process has held the resource semaphore longer than expected.

**Recommended Action** No action is required.

**Error Message**

%CWANLC\_ATM-4-UNSUP: %s: unsupported feature: %s

**Explanation** This feature is not supported by Draco ATM RP.

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

**Error Message**

%CWAN\_ALARM-6-INFO: %s %s %s %s %s

**Explanation** This message provides alarm assertion or deassertion information.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_ALARM-6-SONET: %s %s %s %s %s

**Explanation** This message is generated whenever (a) an alarm is present in the system (and the alarm status has been reported to the RP) or (b) an alarm has been removed from the system (and the alarm status has been reported to the RP)

**Recommended Action** No action is required.

**Error Message**

%CWAN\_ATM-3-BADMAC: Broadcast MAC on %s subnet

**Explanation** A packet with an unexpected mac address was detected from the backplane

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

**Error Message**

%CWAN\_ATM-3-LOWMEM: Could not allocate memory for RFC 1483 packet cloning.

**Explanation** Memory is running low.

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

**Error Message**

%CWAN\_ATM-3-MCAST\_DUP\_VC\_ERR: Multiple VCs assigned to same IP Multicast addr %i

**Explanation** A multicast mpt-VC was already assigned to a multicast group

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

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

**Error Message**

%CWAN\_ATM-3-MCAST\_VC\_ERR: Multiple IP Multicast addrs assigned to VC %x

**Explanation** A multicast mpt-VC was already in use and was assigned another multicast group

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

**Error Message**

%CWAN\_ATM-3-NONDATAVC: Ethernet data frame received on non-data VC

**Explanation** A data packet for a control VC was received from the backplane

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

**Error Message**

%CWAN\_ATM-3-PORT\_ERR: Invalid PORT %d

**Explanation** Specified Port doesn't exist

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

**Error Message**

%CWAN\_ATM-3-VCD\_ERR: Invalid PortVCD %x

**Explanation** Specified PortVCD doesn't exist

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

**Error Message**

%CWAN\_ATM-3-VC\_ERR: Invalid VC %x

**Explanation** Specified VC doesn't exist on the port

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

**Error Message**

%CWAN\_ATM-3-VC\_OR\_PORT\_ERR: Invalid VCD %x or Port: %d

**Explanation** Either Port or VCD is invalid

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

**Error Message**

%CWAN\_ATM-3-VC\_RM\_ERR: Failed to remove VC %x: %s

**Explanation** The removal process for a VC failed to complete

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

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

**Error Message**

%CWAN\_ATM-5-UNKNOWN\_VCD: Unknown port vcd 0x%x in egress packet

**Explanation** An unknown VCD has been received in the egress path of the line card. This condition is most likely a transient condition and it is usually caused by VCs that are being disassembled and reassembled while traffic is being passed

**Recommended Action** No action required

**Error Message**

%CWAN\_ATOM\_HA-2-ISSU\_ERROR: [chars] [chars]

**Explanation** Platform ATOM HA ISSU client error.

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

**Error Message**

%CWAN\_ATOM\_HA-3-CF\_ERROR: [chars] [dec]

**Explanation** Platform ATOM HA CF client error.

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



**Error Message**

%CWAN\_ATOM\_HA-3-RF\_ERROR: [chars] [dec]

**Explanation** Platform ATOM HA RF client error.

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

## CWAN\_CHOC Messages

The following are Cat6K Channelized OC48/OC12 Route Processor (RP) driver messages.

**Error Message**

%CWAN\_CHOC-4-ALLOCFAIL: Interface %d/%d allocation failed: %s

**Explanation** required resources unavailable.

**Recommended Action** Either upgrade system memory or reconfigure memory usage.

**Error Message**

%CWAN\_CHOC-4-CORRUPT: [chars] information seems to be corrupted, bad value =[int]

**Explanation** Incorrect parameters were detected internally.

**Recommended Action** This is only a debug warning message. The unexpected value is discarded.  
CWAN EVC Messages

**Recommended Action** The following messages are the constellation EVC messages.

**Error Message**

%CWAN\_CHOC-4-IFCONFIG: %s config error (%d, lc delay:%d ms): %s

**Explanation** RP received configuration error from linecard.

**Recommended Action** Reconfigure or shut/no shut the error channel.

**Error Message**

%CWAN\_CHOC-4-LCCFG\_MISMATCH: LC needs reboot due to config mismatch on %s, (rc=%u)

**Explanation** RP detects LC's channel provisioning mismatching start-config

**Recommended Action** reset linecard: hw-module module reset

**Error Message**

%CWAN\_CHOC-4-LCLOCK\_FAIL: Interface %s failed to acquire semaphore for LC access: %s

**Explanation** Other process locked the semaphore for too long.

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

**Error Message**

%CWAN\_CHOC-4-PROV\_FAIL: Interface %s provisioning ch(%d) failed: %s

**Explanation** provisioning conflict or resource shortage

**Recommended Action** workaround: under 'controller sonet', do 'no channelized' followed by 'channelized', twice. If problem persists, do a 'show controller sonet /' and 'show controller {pos/serial} /:' then contact cisco technical support representative.

**Error Message**

%CWAN\_CHOC-4-UNPROV\_FAIL: Interface %s unprovisioning failed: %s

**Explanation** Linecard failed to response unprovisioning command.

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

**Error Message**

%CWAN\_CHOC-4-UNSUP: Slot %d: Unknown %s (%d)

**Explanation** This value is not recognized by this version of software.

**Recommended Action** Check linecard version. Normally this is harmless but worth contacting cisco technical support representative.

**Error Message**

%CWAN\_CHOC-4-WRONG\_LL: %.16s received wrong loveletter : type=%u, length=%u

**Explanation** wrong parameters detected internally

**Recommended Action** This is only a debug warning message. The unexpected messages from linecard is harmlessly discarded.

**Error Message**

%CWAN\_CHOC-6-LCDRIVER: OIR failed: slot %u linecard not responding to initial query

**Explanation** OIR insertion aborted due to failing to contact 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_CHOC-6-WRONG\_GULF: %s hardware version (gulf v%u) does not support OC-12 or OC-48

**Explanation** Early version of hw ASIC (GULF2.0 and below) has bugs in rx fifo depth which can not handle oc-12 or oc-48 rate. Either limiting channel provisioning or upgrading hw

**Recommended Action** Limit channel provisioning to DS3 and/or OC3

**Error Message**

%CWAN\_CHOC\_DS0-3-CDBFAIL: Port %d/%d - fail to create a SONET controller data structure

**Explanation** The software resource can't be allocated for this hardware

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

**Error Message**

%CWAN\_CHOC\_DS0-3-CFG\_BAD\_PARA: %s: invalid config parameter %s

**Explanation** Configuration parameter is invalid

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

**Error Message**

%CWAN\_CHOC\_DS0-3-IFCONFIG\_ERR: config error on port %d/%d(%s), cmd %d %s

**Explanation** A configuration command sent from the system to a linecard failed

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

**Error Message**

%CWAN\_CHOC\_DS0-3-PORTFAIL: Port %d/%d - fail to create a port instance data structure

**Explanation** The software resource can't be allocated for this hardware

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

**Error Message**

%CWAN\_CHOC\_DS0-3-RMCTRLR\_UNKNOWN: Slot %d - Unknown linecard type %d removed

**Explanation** This hardware can't be recognized by this version of software.

**Recommended Action** Check software version. Make sure the software supports the hardware.

**Error Message**

%CWAN\_CHOC\_DS0-3-T1CFG\_CCBERROR: CCB command error (cmd, %d, arg %d) on T1 %d/%d/%d

**Explanation** A command sent from the system to a linecard failed

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

**Error Message**

%CWAN\_CHOC\_DS0-3-UNKNOWNCTRLR: Slot %d - Unknown linecard type %d

**Explanation** This hardware can't be recognized by this version of software.

**Recommended Action** Check software version. Make sure the software supports the hardware.

**Error Message**

%CWAN\_CHOC\_DS0-3-UNKNOWN\_MIB\_TYPE: Unknown MIB type %u from slot %u

**Explanation** Draco received unknown communication message from linecard

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

**Error Message**

%CWAN\_CHOC\_DS0-3-VCCFG\_CCBERROR: CCB command error (cmd, %d, arg %d) on port %d/%d channel %d

**Explanation** A command sent from the system to a linecard failed

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

**Error Message**

%CWAN\_CHOC\_DS0-4-ALLOCFAIL: Interface %d/%d allocation failed: %s

**Explanation** required resources unavailable.

**Recommended Action** Either upgrade system memory or reconfigure memory usage.

**Error Message**

%CWAN\_CHOC\_DS0-4-CORRUPT: %s information seems to be corrupted, bad value =%u

**Explanation** wrong parameters detected internally

**Recommended Action** This is only a debug warning message. The unexpected value is discarded.

**Error Message**

%CWAN\_CHOC\_DS0-4-IFCONFIG: %s config error (%d, lc delay:%d ms): %s

**Explanation** RP received configuration error from linecard.

**Recommended Action** Reconfigure or shut/no shut the error channel.

**Error Message**

%CWAN\_CHOC\_DS0-4-LCLOCK\_FAIL: Interface %s failed to acquire semaphore for LC access: %s

**Explanation** Other process locked the semaphore for too long.

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

**Error Message**

%CWAN\_CHOC\_DS0-4-PROV\_FAIL: Interface %s provisioning ch(%d) failed: %s

**Explanation** provisioning conflict or resource shortage

**Recommended Action** workaround: under 'controller sonet', do 'no channelized' followed by 'channelized', twice. If problem persists, do a 'show controller sonet /' and 'show controller {pos/serial} /:' then contact cisco technical support representative.

**Error Message**

%CWAN\_CHOC\_DS0-4-UNPROV\_FAIL: Interface %s unprovisioning failed: %s

**Explanation** Linecard failed to response unprovisioning command.

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

**Error Message**

%CWAN\_CHOC\_DS0-4-UNSUP: Slot %d: Unknown %s (%d)

**Explanation** This value is not recognized by this version of software.

**Recommended Action** Check linecard version. Normally this is harmless but worth contacting cisco technical support representative.

**Error Message**

%CWAN\_CHOC\_DS0-4-WRONG\_LL: %.16s received wrong loveletter : type=%u, length=%u

**Explanation** wrong parameters detected internally

**Recommended Action** This is only a debug warning message. The unexpected messages from linecard is harmlessly discarded.

**Error Message**

%CWAN\_CHOC\_DS0-5-LOOPSTATUS: %s, %s

**Explanation** A configurable loopback status.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_CHOC\_DSX-3-ENQUEUE\_FAIL: %s

**Explanation** cmd enqueue failure

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

**Error Message**

%CWAN\_CHOC\_DSX-3-INVALID\_SUBR\_HWIDB: Invalid Subrate hwidb on T3 %d/%d

**Explanation** invalid subrate hwidb

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

**Error Message**

%CWAN\_CHOC\_DSX-3-NODESTROYSUBBLOCK: The %s subblock named %s was not removed

**Explanation** A software error has occurred, this message is displayed when IDB subblocks cannot be removed.

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

**Error Message**

%CWAN\_CHOC\_DSX-3-NULLDS3MIBTABLE: Null DS3 MIB table (snmp\_if\_index %u)

**Explanation** System cannot find the DS3 MIB table pointer

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

**Error Message**

%CWAN\_CHOC\_DSX-3-PROCESS\_ERROR: process error - %s

**Explanation** process encountered fatal error

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

**Error Message**

%CWAN\_CHOC\_DSX-3-PROCESS\_FAIL: process creation failed for %s

**Explanation** process creation failed for handling cmd

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



**Error Message**

%CWAN\_CHOC\_DSX-3-SEND\_DRIVER\_READY: send driver ready msg failed for %d

**Explanation** IPC message failure

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

**Error Message**

%CWAN\_CHOC\_DSX-3-T1CFG\_ERROR: T1 %u/%u/%u config command error (cmd %u, arg %u, retval %u)

**Explanation** A command sent from the system to a linecard failed

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

**Error Message**

%CWAN\_CHOC\_DSX-3-T3CFG\_ERROR: T3 %u/%u config command error (cmd %u, arg %u, retval %u)

**Explanation** A command sent from the system to a linecard failed

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

**Error Message**

%CWAN\_CHOC\_DSX-3-UNKNOWN\_CTRLR: Slot %d - Unknown linecard type %d

**Explanation** This hardware can't be recognized by this version of software.

**Recommended Action** Check software version. Make sure the software supports the hardware.

**Error Message**

```
%CWAN_CHOC_DSX-3-VCCFG_ERROR: VC %u/%u:%u config command error (cmd %u, arg %u,
retval %u)
```

**Explanation** A command sent from the system to a linecard failed

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

**Error Message**

```
%CWAN_CHOC_DSX-3-VC_CONFIG_ERR: %s T1 %d channel group %d of T3 %d/%d unsuccessful
(error code %d)
```

**Explanation** channel configuration error

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

**Error Message**

```
%CWAN_CHOC_DSX-5-DEF_SUBRATE: %s %s
```

**Explanation** Remote subrate configuration changed

**Recommended Action** Inform the network operator that subrate configuration changed by remote end

**Error Message**

```
%CWAN_CHOC_DSX-5-UNKNOWN_EVENT: %s
```

**Explanation** Unexpected event received by the process

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

**Error Message**

```
%CWAN_CONTAINER_ACCESS-5-CWAN_NO_CONTAINER: Associated container interface does
not exist for [chars]
```

**Explanation** The container interface no longer exists for access interface.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_CONTAINER\_ACCESS-5-CWAN\_VRF\_MISMATCH: VRF of [chars] access does not match with [chars]

**Explanation** VRF of access interface does not match that of associated container interface. Either container interface is deleted or VRF of container interface is changed.

**Recommended Action** No action is required. CWAN\_HA Messages

**Recommended Action** The following are CWAN high availability messages.

**Error Message**

%CWAN\_CT3-3-CDBFAIL: Port %d/%d - fail to create a %s

**Explanation** The software resource can't be allocated for this hardware

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

**Error Message**

%CWAN\_CT3-3-PORTFAIL: Port %d/%d - fail to create a port instance data structure

**Explanation** The software resource can't be allocated for this hardware

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

**Error Message**

%CWAN\_CT3-3-SUBRIDBFAIL: Failed to create subrate vcidb on %s

**Explanation** The software resource can't be allocated for this hardware

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

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

**Error Message**

%CWAN\_CT3-3-SUBRVCMISMATCH: Delete subrate VC number mismatch: is %u, should be %u

**Explanation** The software encountered inconsistency in its data structure

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

**Error Message**

%CWAN\_CT3-3-SUBR\_RESET\_CHAN\_FAILED: Failed to reset subrate channel for %s, vc %d

**Explanation** The software encounter error when resetting DS3 subrate channel

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

**Error Message**

%CWAN\_CT3-3-UNKNOWN\_LOVELETTER: Unknown love letter type %u from slot %u

**Explanation** Draco received unknown communication message from linecard

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

**Error Message**

%CWAN\_CT3-3-UNKNOWN\_MIB\_TYPE: Unknown MIB type %u from slot %u

**Explanation** Draco received unknown communication message from linecard

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

**Error Message**

%CWAN\_EVC-3-INDEX\_EXHAUST: Service Instance index on slot [dec], subslot [dec] had hit the limit of 8000

**Explanation** The service instance index limit of 8000 has been reached. Reduce the number of service instances configured on the subslot.

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

**Error Message**

%CWAN\_EVC-3-PC\_INDEX\_EXHAUST: Port-channel Service Instance index has hit the limit of 16000

**Explanation** The service instance index limit of 16000 has been reached for the port-channels. Reduce the number of service instances configured on port-channels.

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

## CWAN\_FWD\_TABLES Messages

The following are Constellation WAN forwarding tables messages.

**Error Message**

%CWAN\_FWD\_TABLES-3-CHUNK\_CREATE\_FAIL: [chars]

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

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

**Error Message**

%CWAN\_FWD\_TABLES-3-CHUNK\_DESTROY\_FAIL: [chars]

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

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

**Error Message**

%CWAN\_FWD\_TABLES-3-CHUNK\_MALLOC\_FAIL: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_FWD\_TABLES-3-ENTRY\_BUILD\_FAIL: [chars] [int]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_FWD\_TABLES-3-INVALID\_DEST\_INFO: [chars] [hex] [hex] [hex]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_FWD\_TABLES-3-INVALID\_INDEX: [chars] [int]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_FWD\_TABLES-3-INVALID\_OPR\_TYPE: [chars] [dec]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_FWD\_TABLES-3-MALLOC\_FAILED: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_FWD\_TABLES-3-TABLE\_ERROR: [chars]

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

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

## CWAN\_HA Messages

The following are CWAN High Availability messages.

**Error Message**

%CWAN\_HA-3-CCB\_INIT\_ERROR: Failed to initialize CCB list for slot %d.

**Explanation** The High Availability component for WAN modules failed to properly initialize state information for the specified slot.

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



**Error Message**

%CWAN\_HA-3-IFCFG\_CMD\_NOT\_UNIQUE: More than one command registered for unique-key generator for interface configuration command %u.

**Explanation** The High Availability component for WAN modules is unable to properly synchronize state information for the current configuration due to a conflict in command identifiers.

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

**Error Message**

%CWAN\_HA-3-IFCFG\_INIT\_ERROR: Failed to initialize Interface Configuration list for slot %u/%u.

**Explanation** The High Availability component for WAN modules failed to properly initialize state information for the specified slot.

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

**Error Message**

%CWAN\_HA-3-IFCFG\_NO\_UNIQUE\_KEY: No unique-key generator registered for interface configuration command %u.

**Explanation** The High Availability component for WAN modules is unable to properly synchronize state information for the current configuration.

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

**Error Message**

%CWAN\_HA-4-CCB\_PLAYBACK\_ERROR: CCB playback failed for slot %d.

**Explanation** The High Availability component for WAN modules failed to synchronize some new state information for the specified slot.

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

**Error Message**

%CWAN\_HA-4-CCB\_RECORD\_ERROR: CCB record failed for slot %d.

**Explanation** The High Availability component for WAN modules failed to record some new state information for the specified slot.

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

**Error Message**

%CWAN\_HA-4-IFCFG\_DFLT\_LIST\_ERROR: For Interface Configuration command [int], default retval list search resulted [hex] for slot [int]/[int]

**Explanation** The High Availability component for WAN modules failed to synchronize some new state information for the specified slot.

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

**Error Message**

%CWAN\_HA-4-IFCFG\_PLAYBACK\_ERROR: Interface Configuration command %u playback failed for slot %u/%u.

**Explanation** The High Availability component for WAN modules failed to synchronize some new state information for the specified slot.

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

**Error Message**

%CWAN\_HA-4-IFCFG\_RECORD\_ERROR: Interface Configuration command %u record failed for slot %u/%u.

**Explanation** The High Availability component for WAN modules failed to record some new state information for the specified slot.

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

**Error Message**

%CWAN\_HA-4-IFEVENT\_BULKSYNCFAIL: [chars] ifevent: [dec] error: [dec]

**Explanation** Failed CWAN if-event bulk synchronization.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_HA-4-IFEVENT\_INCRSYNCFAIL: [chars] for ifevent: [dec] with error: [dec]

**Explanation** Failed CWAN if-event incremental synchronization.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_HA-4-IFEVENT\_UNEXPECTED\_BULKTYPE: Unexpected value for bulk sync type ([dec]) received.

**Explanation** Received a unexpected type in bulk synchronization message.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_HA-4-LTLSYNCFAIL: Failed to sync LTL data during %s for %s %u: (slot=%d,slotunit=%d,if\_num=%d) to standby (vlan=%u,hash=%u,ltl=%u)

**Explanation** Some LTL data did not sync correctly from active to standby RP

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

**Error Message**

%CWAN\_HA-4-NOSRPBULKSYNC: Failed to %s SRP bulk data (slot=%d, intf=%d, type=%d), ret code %d

**Explanation** Some SRP-related state information failed to sync correctly from the active RP to the standby RP during the HA bulk-synchronization phase.

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

**Error Message**

%CWAN\_HA-4-NOSRPSYNC: Failed to sync SRP packet (slot=%d,intf=%d) to standby, HA\_SYNC\_STATUS=%d

**Explanation** Some SRP-related state information failed to sync correctly from the active RP to the standby RP when the configuration changed.

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

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

**Error Message**

%CWAN\_HA-4-SRPSYNC: Slot %d: %s

**Explanation** An error occurred while syncing SRP states from active RP to standby RP.

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

**Error Message**

%CWAN\_HAL-3-CHUNK\_CREATE\_FAIL: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-CHUNK\_MALLOC\_FAIL: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-DELETION\_FAILED: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-FILL\_OCE\_INFO\_FAIL: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-ILLEGAL\_DEAGG\_PROT\_TYPE: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-ILLEGAL\_OBJ\_TYPE: [chars] [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-INSERTION\_OR\_UPDATION\_FAILED: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-LABEL\_SPACE\_INCONSISTENT: [chars] [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-NULL\_OBJ\_HANDLE: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-NULL\_PLT\_SPACE: [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_HAL-3-TABLE\_CREATION\_FAILED: [chars] [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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



**Error Message**

%CWAN\_HAL-3-TABLE\_DELETION\_FAILED: [chars] [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

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

**Error Message**

%CWAN\_IFMGR-4-CREATEFAIL: IM Driver Creation Failed: Interface [dec]/[dec]: [chars]

**Explanation** Driver failed to create interface with Interface Manager operation.

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

**Error Message**

%CWAN\_IFMGR-4-DESTROYFAIL: IM Driver Destroy Failed: Interface [dec]/[dec]: [chars]

**Explanation** Driver failed to destroy interface with Interface Manager operation.

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

**Error Message**

%CWAN\_IFMGR-4-REGISTERFAIL: IM Registration Failed: [chars]

**Explanation** Driver failed to register with Interface Manager operation.

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

**Error Message**

%CWAN\_POS-4-ALLOCFAIL: Interface %d/%d allocation failed: %s

**Explanation** required resources unavailable.

**Recommended Action** Either upgrade system memory or reconfigure memory usage.

**Error Message**

%CWAN\_POSEIDON-4-ALLOCFAIL: Interface %d/%d allocation failed: %s

**Explanation** Required resources were unavailable for the requested operation.

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

**Error Message**

%CWAN\_POSEIDON-4-CREATEFAIL: IM Driver Creation Failed: Interface [chars]

**Explanation** Driver failed to create interface with Interface Manager operation.

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

**Error Message**

%CWAN\_POSEIDON-4-DESTROYFAIL: IM Driver Destroy Failed: Interface [chars]

**Explanation** Driver failed to destroy interface with Interface Manager operation.

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

**Error Message**

%CWAN\_POSEIDON-4-PROCESS\_CREATE\_FAIL: process creation failed: %s

**Explanation** Required resources were unavailable for the requested operation.

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

**Error Message**

%CWAN\_POSEIDON-4-RCVADDRFAIL: IM Driver RCVADDR Failed: Interface [chars]

**Explanation** Driver failed to register receive address with Interface Manager operation.

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

**Error Message**

%CWAN\_POSEIDON-4-REGISTERFAIL: IM Registration Failed: [chars]

**Explanation** Driver failed to register with Interface Manager operation.

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

**Error Message**

%CWAN\_POSEIDON-6-ALARM\_INFO: %s %s %s %s %s

**Explanation** This message is generated whenever (a) an alarm is present in the system (and the alarm status has been reported to the RP) or (b) an alarm has been removed from the system (and the alarm status has been reported to the RP)

**Recommended Action** No action is required.

**Error Message**

%CWAN\_PTP-3-CHUNK\_MALLOC\_FAIL: chunk\_malloc failed

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_PTP-3-CLOCK\_ATTR: Unable to get clock attributes for [chars]

**Explanation** This error is seen when there is a problem with internal software coding. It should not be seen under normal operation.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_PTP-3-ERROR: [chars] : [dec]/[dec]

**Explanation** Error condition detected in the precision-time-protocol.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_PTP-6-INFO: [chars] : [chars] ([IP\_address])

**Explanation** This is information message for precision-time-protocol.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_PTP-6-SPLL\_INFO: Slave clock status changed to [chars] : [chars]

**Explanation** The SPLL information message for precision-time-protocol.

**Recommended Action** No action is required.

# CWAN RP Messages

The following are the CWAN RP messages.

## Error Message

```
%CWAN_RP-1-OVERRIDE_MAC_INVALID: %s has invalid override-mac-address.
```

**Explanation** The user has issued an override-mac-address that does not match the mac address of the MSFC. This can occur if the config has been moved to new hardware or the mac-address command has been used on another interface. While the system automatically corrects this, the config needs to be adjusted.

**Recommended Action** Modify the override-mac-address command in the config.

## Error Message

```
%CWAN_RP-1-TOO_MANY_VRF: Slot %u can not support all the VRFs configured!
```

**Explanation** A non-Enhanced OSM card has been inserted into a router with more than 511 IP VRFs already configured. This router cannot support more than 511 IP VRFs if there is at least one non-Enhanced OSM in the system.

**Recommended Action** Replace the inserted non-Enhanced OSM with an Enhanced OSM, or decrease the number of IP VRFs to 511 or fewer.

## Error Message

```
%CWAN_RP-3-BAD_IFCOMTYPE: Bad ifcom message type=%u
```

**Explanation** A WAN module passed down a message that the RP software was not prepared to handle.

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

## Error Message

```
%CWAN_RP-3-BOOTFAIL: The WAN module in slot %u/%u failed to boot
```

**Explanation** The WAN module in the slot indicated in the error messages failed to boot and will be reset.

**Recommended Action** If the messages 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_RP-3-CHANGE\_POSEIDON\_NEGOTIATION: Unable to change negotiation. Failed to send message to slot %d port %d!

**Explanation** MSFC2 failed to send message to change negotiation to OSM-4GE-WAN-GBIC

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

**Error Message**

%CWAN\_RP-3-CWAN\_IFCOM\_RMI: Cwan ifcom RMI failure - [chars]([dec])

**Explanation** The CWAN IFCOM RMI Registration.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-3-ERROR: [chars]

**Explanation** This message can take many forms. It provides information about a software error.

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

%CWAN\_RP-3-FAILED\_CONFIG: Failed to send line card config message %s for slot %u port %u

**Explanation** The RP could not send the specified configuration message 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_RP-3-FOREVER: cmd %u to %s (slot %u/%u) took %u usecs, done %x

**Explanation** A CCB command from the RP to a WAN module took longer than expected.

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

**Error Message**

%CWAN\_RP-3-GBIC\_INSERTED: GBIC media type %d inserted in %s

**Explanation** A GBIC was inserted in the interface.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-3-GBIC\_REMOVED: GBIC removed from %s

**Explanation** The GBIC was removed from the interface.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-3-HV\_ALLOCFAIL: %s: Failed to allocate a VLAN : %s

**Explanation** VLAN allocation failed for the stated reason.

**Recommended Action** First, power down any unused linecards. Next, delete any unused interfaces/subinterfaces, and any unused L2 VLANs from the VLAN database. Then wait for 3 minutes and retry.

**Error Message**

%CWAN\_RP-3-IFCFG\_CMD\_NOT\_OWNER: Process '%s' waiting for interface configuration command (0x%x) to slot %u/%u without acquiring lock owned by process '%s'

**Explanation** A process on the RP sent an configuration command to the slot specified in the error message and a different process waited for the result. This could cause incorrect line card configuration states.

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

**Error Message**

%CWAN\_RP-3-IFCFG\_FOREVER: to %s (slot %u/%u) took %u usecs, ret\_val %lu

**Explanation** A interface config command from the RP to a WAN module took longer than expected.

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

**Error Message**

%CWAN\_RP-3-IFCONFIG\_ERR: Interface config failed on port %d/%d, cmd %d, retval %d

**Explanation** A configuration command sent from the system to a linecard failed

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

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

**Error Message**

%CWAN\_RP-3-IPCALLOCFAIL: Failed to allocate IPC buffer %s

**Explanation** The RP failed to allocate a buffer for communication with a WAN module.

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

**Error Message**

%CWAN\_RP-3-IPCPORTFAIL: Failed to open IPC port '%s' %s

**Explanation** The RP failed to open a port for communication with a WAN module.

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

**Error Message**

%CWAN\_RP-3-IPCSENDFAIL: Failed to send IPC message %s

**Explanation** The RP failed to send a message to a WAN module.

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



**Error Message**

%CWAN\_RP-3-KEEPFAIL: The WAN module in slot %u/%u is not responding to keepalives

**Explanation** The WAN module was either reset or has crashed and will be reset.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_RP-3-LCLOG\_BADSEV: Invalid message severity from slot %u/%u: %u

**Explanation** The WAN module passed down a logger message with an invalid severity level that the RP could not handle.

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

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_RP-3-LC\_CRASHINFO: %s copied onto RP bootflash

**Explanation** The WAN module has crashed, and the crashinfo file has been copied onto the RP bootflash. The crashinfo filename indicates the module's slot. The file can be viewed using the more command.

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

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWAN_RP-3-LC_CRASHINFO_BLOCKED: Duplicate crashinfo upload from slot %u/%u
blocked
```

**Explanation** The WAN module has crashed, and the crashinfo was not saved because the WAN module has already crashed recently.

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

**Error Message**

```
%CWAN_RP-3-LC_CRASHINFO_CORRUPT: Verification of crashinfo from slot %u/%u failed
```

**Explanation** The WAN module has crashed, and verification of the crashinfo it sent failed. The crashinfo has not been saved to RP bootflash.

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

**Error Message**

```
%CWAN_RP-3-LC_CRASHINFO_ERR: Unexpected error while receiving crashinfo from slot
%u/%u
```

**Explanation** The WAN module has crashed, and an unexpected error occurred while the crashinfo was being copied onto RP bootflash.

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

**Error Message**

```
%CWAN_RP-3-LC_CRASHINFO_IFSERR: Error %s %s: %s (%u)
```

**Explanation** The WAN module has crashed, and an error occurred while trying to access the RP's bootflash to save the crashinfo.

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

**Error Message**

```
%CWAN_RP-3-LC_CRASHINFO_NOSPACE: Not enough space on RP bootflash for crashinfo from slot %u/%u (%u bytes needed, %u available)
```

**Explanation** The WAN module has crashed, and there is not enough space on the RP bootflash to store the crashinfo.

**Recommended Action** Free up space on the RP's bootflash by using the delete and squeeze commands.

**Error Message**

```
%CWAN_RP-3-MODULE_TYPE: cannot find FCI for module type %u in slot %u
```

**Explanation** An internal software error occurred while the system was detecting the module type for the module in the specified slot. The operation of the module will be affected.

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

**Error Message**

```
%CWAN_RP-3-OIRTWICE: Slot %u OIR insertion/removal not paired up: %s
```

**Explanation** An internal OIR-related error occurred for the specified WAN module.

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

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

**Error Message**

%CWAN\_RP-3-POWER\_CYCLE: Power cycling WAN module in slot %u/%u. %s

**Explanation** The WAN module is being power cycled.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-3-POWER\_CYCLE\_IMMINEENT: The WAN module in slot %u/%u will be power cycled in %d seconds.

**Explanation** The WAN module in the slot specified in the error message will be power cycled in the amount of time specified in the error message

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-3-PROCMSG: Process msg send failed for process%d

**Explanation** Process message send failed.

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

**Error Message**

%CWAN\_RP-3-RESET\_FAIL: The WAN module in slot %u failed even after several resets

**Explanation** The WAN module in the slot specified in the error message did not boot successfully, even after multiple attempts.

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

**Error Message**

%CWAN\_RP-3-SCPALLOCFAIL: Failed to allocate SCP packet %s

**Explanation** The RP failed to allocate a packet for communication with other slots in the chassis.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_RP-3-SLOTCACHE\_SYNTAX: Error (%s)!

**Explanation** The RP failed to parse the slot configuration string.

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

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_RP-3-UPGRADE\_ERROR: Slot %u: The ROMMON upgrade failed to complete.

**Explanation** An error occurred during the upgrade process.

**Recommended Action** If the module reloads successfully, please check the file and try again, otherwise please contact your Cisco technical support representative.

**Error Message**

%CWAN\_RP-3-WAN\_BRIDGING\_CFG\_EXCD: The number of VPLS/EoMPLS/Bridging/QinQ VCs exceeded the maximum([int]) supported by slot: [int] [chars]

**Explanation** The user has attempted to configure more VPLS, EoMPLS and Bridging VCs than the number that is supported by the platform.

**Recommended Action** Review the configuration guidelines for the features that are being configured and reduce the number of VPLS, EoMPLS and Bridging to the number that is supported by the platform.

**Error Message**

%CWAN\_RP-3-WAN\_BRIDGING\_CONFIG\_EXCEEDED: The number of VPLS/EoMPLS/Bridging/QinQ VCs exceeded the maximum supported by the platform

**Explanation** Review the configuration guidelines for the features that are being configured and reduce the number of VPLS, EoMPLS, Bridging to the number that is supported by the platform.

**Error Message**

%CWAN\_RP-4-CONFIG\_MISMATCH: Irreconcilable Configuration difference between Active & Standby Supervisors due to OIR/Config Event for [dec]/[dec] - Reloading Standby Supervisor to synchronize the configuration.

**Explanation** Unexpected configuration difference between Supervisors.

**Recommended Action** No action is required. This is expected behavior.

**Error Message**

%CWAN\_RP-4-EMPTY\_CWANBAYS: FLEXWAN in slot %d is empty. Please remove the Flexwan or insert it with atleast one PA

**Explanation** The FLEXWAN in the specified slot does not contain any Port Adapters.

**Recommended Action** The FLEXWAN should be removed as this is an unsupported configuration

**Error Message**

%CWAN\_RP-4-IFCFG\_CMD\_TIMEOUT: Interface configuration command (0x%x) to slot %u/%u timed out

**Explanation** The RP sent an configuration command to the slot specified in the error message and received no confirmation for the command.

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

**Error Message**

%CWAN\_RP-4-INCR\_CFG\_SYNC\_FAIL: 7600 incremental running-config sync for [%d/%d] failed - %s(%d), Reload Standby

**Explanation** The specified 7600 incremental running-config sync failed

**Recommended Action** Power cycle the redundant supervisor

**Error Message**

%CWAN\_RP-4-INVALID\_UNIT: Invalid 7600 Unit: [%d/%d].

**Explanation** The specified 7600 slot/cpu beyonds the Chassis's limit.

**Recommended Action** Power cycle the redundant supervisor

**Error Message**

%CWAN\_RP-4-IPCFAILED: IPC failed to send RPC message to WAN module

**Explanation** The RP failed to send an RPC message via IPC to a WAN module.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-4-LCLOG\_TOOLONG: Message too long from slot %u/%u: %u bytes

**Explanation** The WAN module passed down a logger message that is too long for the RP to handle.

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

**Error Message**

%CWAN\_RP-4-LL\_UNKNOWN: Unknown linecard message: type %u, %s

**Explanation** Mismatch version between RP and LC, or internal message format mismatch

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-4-MODULE\_CONFIG\_MISSING: configuration not available/not matching in startup-config for slot %u

**Explanation** Some information regarding the configuration of the module in the specified slot is missing. Any configuration in the startup-config for the interfaces will not be applied. If the module in the specified slot is a FlexWAN, the missing configuration information is details of the Port Adapters in the FlexWAN module. This information is missing from the SLOTCACHE ROMMON variable.

**Recommended Action** If the module in the slot specified in the error message has not previously been inserted, it has no previous configuration; therefore, no action is required. If the configuration for the specified slot in the startup-config is suitable for the module in that slot, manually apply the configuration after the module has loaded by one of the following two methods. The second method

requires a system reload: - Enter the copy nvram:startup-config system:running-config command to re-apply your saved configuration, then enter the no shutdown command on all interfaces whose configuration was rejected, then enter the copy system:running-config nvram:startup-config command to save your configuration and the WAN module slot configuration. - Enter the copy command to copy your startup-config to a temporary location (for example, copy nvram:startup-config bootflash:tmp-config), then enter the copy system:running-config nvram:startup-config command to update the WAN module slot configuration, then enter the copy command to restore the temporary copy of the startup-config (for example, copy bootflash:tmp-config nvram:startup-config), then enter the reload command to reload the system. After using the second method, you may wish to use the delete command to remove the temporary copy of the startup-config. To prevent this condition from recurring, ensure that the SLOTCACHE variable is updated whenever modules that require it (FlexWANs, but not OSMs) are moved between slots in the chassis. The SLOTCACHE variable is updated when the running-config is written to the startup-config using the copy system:running-config nvram:startup-config command (or the deprecated write memory equivalent). The two methods of restoring the configuration for the module shown above ensure the SLOTCACHE variable is updated.

**Error Message**

%CWAN\_RP-4-SEMAHOG: Process %d (%s) hogging %s! calling proc %d (%s)

**Explanation** The RP waited too long for a reply to a command sent to a WAN module.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-4-SEMAWAIT: CWAN oir ios running waiting for semaphore ([chars]) acquired by pid [dec]

**Explanation** The CWAN OIR process has timed out. The process could not acquire a semaphore to complete the OIR operation for a WAN module. Possible reasons for this condition are that a RP CPU is too busy or that a line card is experiencing errors.

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

**Error Message**

%CWAN\_RP-6-ADF\_FILE: Slot %u: Using VPN-SM Upgrade File: %s

**Explanation** Booting specified upgrade image for VPN Services Module.

**Recommended Action** No action is required.



**Error Message**

%CWAN\_RP-6-AUX\_FILE: Slot %u: Found VPN-SM Firmware in File: %s

**Explanation** The file specified in the message was found and will be loaded by the VPN Services Module instead of the bundled image.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-CARDRECONCILE: Module type changed on slot %u/%u from %u to %u

**Explanation** The WAN module has booted, and it has been detected that it is of a different type to the WAN module that was previously in this slot.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-CARDRELOAD: Module reloaded on slot %u/%u

**Explanation** The WAN module has booted.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-COREDUMP\_ENABLED: No heartbeat or keepalive resets will occur for slot [int] since coredump has been enabled

**Explanation** The module in the slot has crashed and is configured to generate a coredump file. The module will not be reset due to heartbeat and keepalive failures to ensure the core dump file generation is not prematurely terminated.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-IMAGE\_UPGRADE: Bootflash image upgrade %s for slot %u/%u%s

**Explanation** The bootflash image on the WAN module has been or is being automatically upgraded.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-LC\_PRESENT: %s in slot %u

**Explanation** A WAN module was detected by the hardware.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-LC\_RESET: The RP is reloaded, resetting slot %d is necessary. Please ignore errors if any, till the linecard comes up.

**Explanation** If the system is running Catalyst operating system software on the supervisor engine and Cisco IOS software on the MSFC, the WAN line cards that power up before the RP powers up will be reset automatically.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-NOPWRISSU: Spa inserted in [chars] powered down because ISSU is in progress

**Explanation** The Spa insertion detected during ISSU upgrade process. It will be acted on upon completion of the ISSU process.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-OUT\_OF\_RESOURCE: %s configuration has exceeded available internal resources.

**Explanation** The resources required for configuration are no longer available. They may have been acquired by another application.

**Recommended Action** If the requested resources have not been allocated to another application, call your technical support representative for further assistance.

**Error Message**

%CWAN\_RP-6-OVERRIDE: Slot %u: ...Overriding Intrinsic VPN-SM Firmware.

**Explanation** Specified image will be used instead of bundled image.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-PLAT\_AVL\_DEL\_FAILED: Platform AVL delete failed for PPPoE session due to wrong slot id [dec]

**Explanation** Deletion of session related information from the AVL tree failed, because the slot number used to index it is wrong.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-QUIESCE\_FAIL: Quiesce failed for slot %u/%u

**Explanation** The RP failed to contact the WAN module during failover. The WAN module will be reset.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-SESS\_HARD\_LIMITS: Exceeded session limits. Supported limits 48K/chassis, 16K/ES+LC 8K/sip400 LC and 4k/TM on ES+LC

**Explanation** The total number of subscriber sessions that can be configured exceeded the allowed limits. The supported limits are 48K sessions per chassis, 16K sessions per ES+ line card, 8K sessions per SIP400 LC, 4K sessions per the Traffic Manager on ES+ LC.

**Recommended Action** No action is required.

**Error Message**

%CWAN\_RP-6-SESS\_LIMITS\_CHASSIS: Exceeded max number of sessions supported. Supported limit 32000/chassis

**Explanation** The total number of subscriber sessions on this chassis has exceeded the maximum limit of 32000 sessions per chassis.

**Recommended Action** Avoid bringing up more number of sessions than the supported limit.

**Error Message**

%CWAN\_RP-6-SESS\_LIMITS\_ES\_PLUS: Exceeded max number of sessions supported on ES+ LC in slot [dec]. Supported limit 16000/ES+

**Explanation** The total number of subscriber sessions on ES+ line card exceeded the maximum limit of 16000 sessions per ES+.

**Recommended Action** Avoid bringing up more number of sessions than the supported limit.

**Error Message**

%CWAN\_RP-6-SESS\_LIMITS\_PORT\_GROUP: Exceeded max number of sessions supported on port-group Gig[dec]/[dec] to Gig[dec]/[dec]. Supported limit 4000/port-group on ES+ LC

**Explanation** The total number of subscriber sessions on a single port-group in ES+ exceeded the maximum limits of 4000 sessions per port-group.

**Recommended Action** Rearrange the subscribers on ES+ in such a way maximum number of sessions supported in a port-group is 4000.

**Error Message**

%CWAN\_RP-6-SESS\_LIMITS\_SIP400: Exceeded max number of sessions supported on SIP400 LC in slot [dec].Supported limit 8000/SIP400

**Explanation** Total number of subscriber sessions on SIP400 line card exceeded the maximum limit of of 8000 sessions per SIP400.

**Recommended Action** Avoid bringing up more number of sessions than the supported limit.

**Error Message**

%CWAN\_RP-6-SESS\_LIMITS\_TEN\_GIG\_PORT: Exceeded max number of sessions supported on port Te[dec]/[dec]. Supported limit 8000/port on a Ten Gig port on ES+ LC.

**Explanation** The total number of subscriber sessions on a single Ten Gig port in ES+ has exceeded the maximum limitof 8000 sessions per Ten Gigabit port.

**Recommended Action** Rearrange the subscribers on ES+ in such a way that maximum number of sessions per Ten Gig port is 8000.

**Error Message**

%CWAN\_RP-6-UNQUIESCE\_FAIL: Unquiesce failed for slot %u/%u. Error = %d

**Explanation** The RP failed to unquiesce the WAN module. The WAN module will be 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. (show diagbus and show ipc status)

**Error Message**

%CWAN\_RP-6-UPGRADE\_COMPLETE: Slot %u: ROMMON upgrade complete. Reset the card for the changes to take effect.

**Explanation** The ROMMON upgrade has completed successfully. The card must be reloaded for the changes to take effect

**Recommended Action** No action is required.

**Error Message**

```
%CWAN_RP-7-SLOTCACHE_CARDTYPE: parsed slot %d, fci_type %d
```

**Explanation** Information parsed from the slot configuration string by the RP.

**Recommended Action** No action is required.

**Error Message**

```
%CWAN_RP-7-SLOTCACHE_PATYPE: Bay %s has type %d ports(%x)
```

**Explanation** Information parsed from the slot configuration string by the RP.

**Recommended Action** No action is required.

**Error Message**

```
%CWAN_RP-x-LCLOG_MSG: slot [dec]/[dec]: [chars]
```

**Explanation** An error has occurred on a line card. The x in the CWAN\_RP-x-LCLOG\_MSG text generally represents the severity of the error, from 0 being most severe (system is unusable) to 7 being least severe (informational message). The slot and CPU number are indicated after the CWAN\_RP-x-LCLOG\_MSG text. The error message appears after the slot number is the original message from the line card.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%CWAN_RP_COPP-3-BAD_IPC_MSG: A corrupt IPC message has been received from slot [dec], size [dec]
```

**Explanation** The Inter Processor Communication (IPC) infrastructure used by the per-user Control Plane Policing and Protection functionality received a message on the route processor from the given slot and detected that the message is of an unexpected size. This could mean that the message is corrupted, and the desired functionality intended by the message will not be operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support ipc** and **show platform copp rate-limit all** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

**Error Message**

`%CWAN_RP_COPP-3-BB_POLICE_PPS:'pps' policing is not supported on [chars] interface for [chars] protocol.`

**Explanation** In Ethernet Services (ES+) cards, the minimum granularity policing value of 64 KB could not be reached even with the maximum number of 100 supported packets, that is policing.

**Recommended Action** No action is required.

**Error Message**

`%CWAN_RP_COPP-3-IPC_FAILED: IPC Messaging to slot [dec] failed, error code = [dec]`

**Explanation** The Inter Processor Communication (IPC) infrastructure used by the per-user Control Plane Policing and Protection functionality encountered a failure on the route processor while attempting to send an IPC message to the line card in the given slot. This could result in the intended functionality becoming fully or partly non-operational on the line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the `show tech-support ipc` 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%CWAN_RP_COPP-3-IPC_INIT_FAILED: IPC initialization failed.`

**Explanation** The Inter Processor Communication (IPC) infrastructure used by the per-user Control Plane Policing and Protection functionality encountered a failure while initialization on the route processor. This could result in the communication channel between the route processor and the line cards becoming non-operational with respect to the CoPP functionality, and no rate limiters would be enabled on the line card if the user thresholds for packet rates exceeds those on the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the `show tech-support ipc` 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_RP\_COPP-3-UNEXPECTED\_STATS: Stats for [chars] received on [chars] when the LC policer is not On

**Explanation** The Inter Processor Communication (IPC) infrastructure used by the per-user Control Plane Policing and Protection functionality received a statistics message from the line card for a rate limiter on the given interface and protocol. However, as per the information on the route processor, there were no rate limiters enabled on the line card for this interface and protocol.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the show platform copp rate-limit all debug 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWAN\_RP\_COPP-3-UNKNOWN\_IPC\_MSG: Unknown IPC message id [dec] received from slot [dec]

**Explanation** The Inter Processor Communication (IPC) infrastructure used by the per-user Control Plane Policing and Protection functionality received a message on the route processor from the given slot and detected that the message is of an unexpected type. This could mean that the message is corrupted, and the desired functionality intended by the message will not be operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the show tech-support ipc and show platform copp rate-limit all 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. CWAN\_SLOT Messages

**Error Message**

%CWAN\_RP\_COPP-5-RL\_ENABLED: Rate limiter enabled on [chars] for [chars] at [dec] [chars]

**Explanation** This message indicates that the route processor detected that the per-user rate for the given user and protocol has exceeded the configured rate as per the per-user Control Plane Policing and Protection functionality, and thus a rate limiter has been automatically installed on the line card for this interface and protocol.

**Recommended Action** The per-user rates can be exceeded because of a number of reasons including a power cycle of a connected device, or a genuine requirement from the user side for a high packet rate, or an attempt at denial of service attack on the box by a user. Enter the show platform copp

rate-limit command to see if exceeded packet count for the interface is too high. Also see if the rate limiters are enabled on several interfaces. Check if the high rate is due to an activity like power cycle of a connected device. If so, this behavior is expected, and just indicates that the system is protecting itself against a high processing requirement for too many packets at the same time. No action is required immediately in this case. Continue monitoring the system for more time and see if the attack subsides. If there was no power cycle on neighboring devices, then see if the dropped count on the interface remains high for longer duration. If the high rate is a transient event, then this can be ignored, and you can disable the rate limiter on the line card by entering the platform copp off command. You might also consider configuring for automatic un-installation of rate-limiters on the line card using the platform copp observation-period configuration, so that manual intervention can be avoided for performing this operation. If this interface is under attack for a long duration, then you might consider administrative activities to get more information regarding the affected user, and evaluate the reasons for the high packet rate.

### Error Message

%CWAN\_RP\_COPP-6-RL\_DISABLED: Rate limiter disabled on [chars] for [chars]

**Explanation** This message indicates that the per-user rate limiter for the protocol on the given interface on the line card has been disabled by the route processor. The route processor will continue to police the interface, and only the rate limiter on the line card will be disabled, for performance reasons.

**Recommended Action** If you have configured for automatic un-installation of rate limiters by configuring platform copp observation-period, then this message indicates that the rate limiter on the interface was disabled automatically, since it showed normal packet rate for the configured duration. No action needs to be done in this case. If the automatic un-installation has not been configured, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

%CWAN\_RP\_COPP-7-RATE\_EXCEEDED: RP detected rate exceed for [chars] on [chars] when LC policing is On

**Explanation** The per-user Control Plane Policing and Protection infrastructure on the route processor detected that the rate for the given protocol on the given interface exceeds the configured rate even though a rate limiter on the interface is already active on the line card for that protocol. This can probably be transient event, because of few packets escaping the policer because of its accuracy limitations. It is normal to see this behavior occasionally, especially if the packet rate is in the border line of the configured rate.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show platform copp rate-limit all 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case



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

**Error Message**

```
%CWAN_SLOT-1-CF_ADDFAILED: Failed to register chkpt client, client = [dec]
```

**Explanation** The CF client could not be registered.

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

**Error Message**

```
%CWAN_SLOT-1-CF_NOBUF: Failed to get chkpt buffer, client = [dec]
```

**Explanation** Failed to get enough memory for checkpointing.

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

**Error Message**

```
%CWAN_SMAC_SP-2-INIT: [chars]
```

**Explanation** The initialization of the 7600 static MAC has failed.

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

**Error Message**

%CWAN\_SP-3-INIT\_FAIL: Failed to allocate %d bytes memory needed for CWAN SP module initialization

**Explanation** A memory allocation failure has occurred during initialization of CWAN SP module. May need to upgrade to higher memory size on SP

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

**Error Message**

%CWAN\_SP-4-UNKNOWN\_PW: Unknown CWAN pseudo wire on vlan %d, port %d/%d

**Explanation** Unknown CWAN pseudo wire is being operated upon

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

**Error Message**

%CWAN\_SPA-3-CREATION\_FAILURE: slot=%d subslot=%d, spa\_type=0x%x, lc\_type=0x%x.

**Explanation** Failed to create a SPA object.

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

**Error Message**

```
%CWAN_SPA-3-DIAG_CONFIG: %s did not complete %d/%d
```

**Explanation** An error has occurred during diagnostic test.

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

**Error Message**

```
%CWAN_SPA-3-FAILURE: [chars]: SPA failure - cause: [chars] ([hex]), recovery  
action: [chars] ([dec])
```

**Explanation** The SPA failed for the specified reason.

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

**Error Message**

```
%CWAN_SPA-3-INTR_THROTTLE: Interface [chars] MAC interrupt was throttled.  
Reenabling MAC interrupts via one sec spa process
```

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

**Error Message**

```
%CWAN_SPA-3-INVALID_DATA_INSTANCE: interface type %s, slot %d port %d vc %d : %s
```

**Explanation** Data required to support the interface is not available.

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

**Error Message**

```
%CWAN_SPA-3-INVALID_IF_INDEX: index= %d, cardType=0x%x, spaType=0x%x, slot %d  
subSlot %d slotunit %d vc %d
```

**Explanation** Index for the interface is not valid.

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

**Error Message**

```
%CWAN_SPA-3-INVALID_INDX_RANGE: index1= %d, index2= %d, maxIndex= %d
```

**Explanation** Invalid index range.

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

**Error Message**

%CWAN\_SPA-3-MEM\_ALLOC\_ERROR: %s

**Explanation** Memory allocation error.

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

**Error Message**

%CWAN\_SPA-3-NULL\_ATM\_DB: Unable to create ATM DB for [chars]

**Explanation** Data required to support the interface is not available.

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

**Error Message**

%CWAN\_SPA-3-NULL\_SPA\_PTR:

**Explanation** Pointer to a SPA object is NULL.

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

**Error Message**

%CWAN\_SPA-3-NULL\_VFT: %s virtual function table is not initialized. spaType=0x%x

**Explanation** A required function table is not initialized

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

**Error Message**

%CWAN\_SPA-3-NULL\_VFUNC: %s vector is not initialized. spaType=0x%x

**Explanation** A required function vector is not initialized

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

**Error Message**

%CWAN\_SPA-3-POWER\_CYCLE: %s occurred on Shared Port Adapter %u/%u

**Explanation** An error has occurred which will cause the Shared Port Adapter to be power cycled

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

**Error Message**

%CWAN\_SPA-3-SPA\_CREATION\_FAILURE: slot=%d subslot=%d, PID=%s lc\_type=0x%x.

**Explanation** Failed to create a SPA object.

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

**Error Message**

%CWAN\_T3E3-3-IFCONFIG\_ERR: Interface config error on T3 port %d/%d, cmd %d, retval %d

**Explanation** A configuration command sent from the system to a linecard failed

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

## CWPA Messages

**Error Message**

%CWPA-2-BAD\_HWVERS: Unable to determine board hardware version

**Explanation** The line card software cannot read the line card hardware version. This condition indicates a hardware error.

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

**Error Message**

%CWPA-2-PAOIR: Port adapter OIR not supported, reloading

**Explanation** An OIR operation occurred on the port adapters of the specified line card. OIR operations are not supported on the port adapter. This error has caused the line card to crash and reload.

**Recommended Action** Do not attempt an OIR operation on the port adapters of the specified line card.

**Error Message**

%CWPA-2-PA\_VOLFAIL: Port adapter %dV failed, Reloading flexwan

**Explanation** The line card has encountered an error involving power delivery to the line card. Likely causes for this error are an environmental condition, an overtemperature condition, or inconsistent voltage to the line card.

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

**Error Message**

%CWPA-2-WHICH\_INT: Unexpected %s interrupt, INT status = 0x%x

**Explanation** The line card specified in the error message has encountered an unexpected interrupt.

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

**Error Message**

%CWPA-3-BADMALUCMD: Unsupported MALU command %d, arg=%#x, pascb=%#x

**Explanation** The Route Processor (Draco) passed down a command that the software was not prepared to handle.

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



**Error Message**

%CWPA-3-BADMALUCMD2: CWPA(%u): Unsupported MALU cmd/arg0=0x%04x%04x,  
arg1arg2=0x%04x%04x, pascb=%#x

**Explanation** The Route Processor (Draco) passed down a command that the software was not prepared to handle.

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

**Error Message**

%CWPA-3-BAD\_IFCOMTYPE: Bad ifcom message type=%u

**Explanation** The Route Processor (Draco) passed down a message that the software was not prepared to handle.

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

**Error Message**

%CWPA-3-CMDNOPASCB: PASCB Null for command %d, arg=%#x

**Explanation** The Route Processor (Draco) passed down a command that the software was unprepared to handle.

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

**Error Message**

%CWPA-3-DIAGFAIL: Failed to handle diag %s %d

**Explanation** The FlexWAN line card failed to execute diag command. Further details are specified in the text that is displayed on the console or in the system log.

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

**Error Message**

%CWPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer %s

**Explanation** The FlexWAN line card failed to allocate a buffer for communication with the Route Processor (Draco).

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



# CWPAATOM Messages

## Error Message

%CWPAATOM-3-BADLTL: Bad LTL index [hex] for vlan [int] local\_vc\_label [int]

**Explanation** The Local Target Logic index value is invalid.

**Recommended Action** No action is required, if the EoMPLS traffic is normal. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

%CWPABRIDGE-3-BADLTL: %s got bad LTL index 0x%x for vlan %u ckt\_id %u sent from RP

**Explanation** RP has provided the linecard with an invalid value for Local Target Logic index value

**Recommended Action** If the bridging traffic stops going through, copy the error message exactly as it appears on the console or in the system log. Enter show log, show cwan bridge, show atm vlan, show mac-address-table dynamic detail, show cwan ltl on the RP console exec prompt. This will enable the engineer to gather more information about the condition. Contact your Cisco technical support representative, and provide the representative with the gathered information.

## Error Message

%CWPABRIDGE-3-NOCLONEDPAK: Unable to allocate pak header for cloned pak

**Explanation** Linecard is not able to allocate a pak header for cloned pak which is used for flooding packets among bridged wan links.

**Recommended Action** Check the Cisco web-site Software Adviser & release-notes for the code you are running to determine the minimum amount of memory. If you have the minimum amount of memory and are still seeing this error message, you will need to load the previous image on the unit to return the unit to an operational state and retrieve the information needed to report this problem. Then, copy the linecard's crashinfo from cwan--bootflash: where slot and bay are those of the problematic linecard. When you open a TAC case, please provide the linecard's crashinfo and 'show tech' from the router.

# CWRMP Messages

## Error Message

%CWRMP-0-INITFAIL: Radio[dec]/[dec], RSM Init failed, [chars]

**Explanation** The RSM initialization has failed, most likely because of a hardware failure of the line card.

**Recommended Action** Replace the defective line card.

## Error Message

%CWRMP-1-BUNDLE: Error creating bundled microcode file [chars]/[chars] ([chars])

**Explanation** An internal error has occurred while the system was creating the microcode file.

**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

%CWRMP-1-CRPAS: [chars] [dec]/[dec]: Error creating microcode file [chars]/[chars] ([chars])

**Explanation** An internal error occurred while creating the microcode file.

**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

%CWRMP-1-DIRERR: [chars] [dec]/[dec]: Error reading microcode directory [chars] ([dec])

**Explanation** An internal error has occurred while reading the microcode directory.

**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

%CWRMP-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

**Explanation** An internal hardware or software failure has occurred.

**Recommended Action** Replace the line card.

**Error Message**

%CWRMP-1-GENERIC: [chars]: [chars]

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

**Recommended Action** Reload the router.

**Error Message**

%CWRMP-1-LBCERR: [chars]: Internal Local-Bus timeout on linecard at [hex]

**Explanation** The internal local bus has timed out on the line card, most likely because of an internal hardware failure of the line card.

**Recommended Action** Replace the line card if this error recurs frequently.

**Error Message**

%CWRMP-1-MEMCMP: mismatch at [chars]:[hex], xor [hex]

**Explanation** An internal hardware failure has occurred, most likely because of a failure of the line card.

**Recommended Action** Replace the line card.

**Error Message**

%CWRMP-1-NOFS: Cannot find filesystem '[chars]'

**Explanation** An internal error has occurred while reading the file 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**

%CWRMP-1-NOSRC: [chars] [dec]/[dec]: Cannot read microcode directory [chars]

**Explanation** The microcode directory is not accessible.

**Recommended Action** Check the configuration and verify that there is network connectivity to the TFTP server.

**Error Message**

%CWRMP-1-NOTRADIO: Invalid PCI identifier [hex] in PA [dec]

**Explanation** A system or hardware failure has occurred, most likely because of a failure of the line card.

**Recommended Action** Replace the line card.

**Error Message**

%CWRMP-1-ODU\_BAD\_PIC\_IMG: ODU[dec] PIC image is invalid. Require manual copy to recover.

**Explanation** The PIC image has failed to update automatically.

**Recommended Action** Manually copy in the appropriate image.

**Error Message**

%CWRMP-2-RF\_OVERTEMP: Radio[dec]/[dec], RF/ODU[dec] temperature ([dec] deg C) reached [chars] level

**Explanation** The temperature of the RF ODU has reached a high level. The most likely cause of this error is either a hardware failure or solar overheating of the ODU.

**Recommended Action** Keep the RF ODU cool.

**Error Message**

%CWRMP-3-AUTO\_CABLECOMP\_FAIL: Radio[dec]/[dec]: [chars]

**Explanation** An autocable compensation failure has occurred.

**Recommended Action** Check the RF ODU cabling or connection.

**Error Message**

%CWRMP-3-HE\_LOOPBACK\_FAIL: Radio[dec]/[dec]: Loopback signal failed to produce desirable signal levels

**Explanation** FIR slips did not produce a valid SNR measurement.

**Recommended Action** Isolate the defective hardware by performing all loopback modes.

**Error Message**

%CWRMP-3-IF\_NVS\_CACHE\_FAIL: Radio[dec]/[dec]: IF NVS content cache failed due to NVS read error

**Explanation** The IF NVS content cache has failed because of an NVS read error.

**Recommended Action** Check the IF HW or IF PIC/NVS version.

**Error Message**

%CWRMP-3-IF\_PIC\_IMAGE\_FAIL: Radio[dec]/[dec]: [chars]

**Explanation** An error has occurred with the IF PIC image.

**Recommended Action** Verify the compatibility of the IF PIC image.

**Error Message**

%CWRMP-3-NOTCWRMP: Device reported [hex]

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

**Recommended Action** Replace the defective hardware.

**Error Message**

%CWRMP-3-RF\_NVS\_CACHE\_FAIL: Radio[dec]/[dec]: RF/ODU[dec] NVS content cache failed due to NVS read error

**Explanation** The ODU NVS content has failed to be cached into IOS memory due to an NVS read error.

**Recommended Action** Check the ODU connection or verify that the ODU PIC or NVS version.

**Error Message**

%CWRMP-3-RF\_NVS\_CHECKSUM\_FAIL: Radio[dec]/[dec]: RF/ODU[dec] NVS [chars] checksum failed (Checksum=[hex])

**Explanation** Verification of the ODU NVS checksum has failed.

**Recommended Action** Return the ODU to the vendor for calibration.

**Error Message**

%CWRMP-3-RF\_PIC\_IMAGE\_FAIL: Radio[dec]/[dec]: [chars]

**Explanation** An error with the image of the RF ODU PIC has occurred.

**Recommended Action** Verify the compatibility of the RF ODU PIC image.

**Error Message**

%CWRMP-3-UCODEFAIL: [chars] [dec]/[dec]: Loading [chars] failed

**Explanation** A microcode file has failed to load into the wireless port adapter.

**Recommended Action** Verify that the source file that is to be loaded exists and is accessible.

**Error Message**

%CWRMP-4-DUPLXR\_INFO\_MISSING: Radio[dec]/[dec]: ODU[dec] Duplexor Info is not set

**Explanation** The ODU duplexer information is missing.

**Recommended Action** Issue the radio interface radio slot/port rf-update-duplexor command.

**Error Message**

%CWRMP-4-FREQ\_OUT\_OF\_DUPLXR\_RANGE: Radio[dec]/[dec]: Input [chars] freq ([dec] KHz) is outside of ODU[dec]'s duplexor freq range ([dec] - [dec] KHz)

**Explanation** The indicated frequency is out of the ODU duplexer range.

**Recommended Action** Verify the frequency range of the ODU duplexer.

**Error Message**

%CWRMP-4-HOST\_COMM: Radio[dec]/[dec], HOST-to-IF comm error ([chars])

**Explanation** A communication error has occurred between the host and the IF board. A likely cause is a loose IF board.

**Recommended Action** Check or replace the IF board.

**Error Message**

%CWRMP-4-IF\_POWER\_SUPPLY: Radio[dec]/[dec], IF [chars] power supply warning [dec] V

**Explanation** A hardware error has occurred. The power supply is showing an invalid voltage. The most likely cause is a failure of the internal card.

**Recommended Action** Check or replace the internal card.

**Error Message**

%CWRMP-4-NVS\_UPGRADE\_REQUIRED: Radio[dec]/[dec]: [chars] NVS upgrade or re-calibration may be required

**Explanation** The NVS content is out of date.

**Recommended Action** Update or recalibrate the NVS content.

**Error Message**

%CWRMP-4-RFIF\_ODU\_FAILOVER: Radio[dec]/[dec], Possible problem with primary transmitter, switching to secondary transmitter

**Explanation** An error condition has caused one ODU to stop transmitting. The system is switching to the other ODU for subsequent transmissions.

**Recommended Action** Check the ODU and repair it if necessary.



**Error Message**

%CWRMP-4-RFIF\_ODU\_SU\_OFFLINE: Radio[dec]/[dec], Too many subscribers are offline, possible problem with main transmitter

**Explanation** Too many subscribers went off-line in a short interval of time. The main transmitter may not be functioning properly.

**Recommended Action** Check the ODU and repair it if necessary. Check or replace the cable from the UBR to the RF&#amp;#160;ODU.

**Error Message**

%CWRMP-4-RFIF\_UNEXP\_RESET: Radio[dec]/[dec], [chars] unexpected reset: [chars]

**Explanation** An unexpected reset has occurred. The most likely cause is loose cabling or a DC power disruption.

**Recommended Action** Check the cabling and, if necessary, the DC power supply.

**Error Message**

%CWRMP-4-RF\_ONOFF\_LINE: Radio[dec]/[dec], IF-to-RF/ODU[dec] comm link status changed - [chars]

**Explanation** A hardware error has occurred, most likely because of a disconnected or loose cable.

**Recommended Action** Check or replace the cable from the UBR to the RF ODU.

**Error Message**

%CWRMP-4-RF\_OSC: Radio[dec]/[dec], RF/ODU[dec] [chars]

**Explanation** A hardware error has occurred. The most likely cause of this error is vibration or a hardware failure.

**Recommended Action** Replace the electronics on the ODU.

**Error Message**

%CWRMP-4-RF\_POWER\_SUPPLY: Radio[dec]/[dec], RF/ODU[dec] supply voltage out of range

**Explanation** A hardware error has occurred. The power supply voltage is not within the acceptable range, most likely because of a failure of the RF&#amp;#160;ODU.

**Recommended Action** Replace the RF&#amp;#160;ODU.

**Error Message**

%CWRMP-4-RF\_TEMP: Radio[dec]/[dec], RF/ODU[dec] temperature is [dec] deg C, threshold is [dec] deg C

**Explanation** The temperature of the RF ODU has reached a level above its threshold level. The most likely cause of this error is either a hardware failure or solar overheating of the RF ODU.

**Recommended Action** Ensure that the RF ODU does not go above its threshold temperature.

**Error Message**

%CWRMP-4-RF\_TX\_POWER: Radio[dec]/[dec], RF/ODU[dec] transmit power ([dec] dbm) reached [chars] level

**Explanation** A hardware error has occurred. The transmitting power has reached an unacceptable level.

**Recommended Action** Replace the RF&#amp;#160;ODU.

**Error Message**

%CWRMP-4-RX\_GAINCAL\_ERROR: Radio[dec]/[dec]: [chars]

**Explanation** An Rx gain calibration error has occurred.

**Recommended Action** Update the ODU NVS related to the Rx gain calibration.

**Error Message**

%CWRMP-5-CLEAR\_METRICS: Radio[dec]/0, [chars] link-metrics cleared

**Explanation** The user has requested that the link-metrics be cleared.

**Recommended Action** No action is required.

**Error Message**

%CWRMP-5-CONFIG\_HW: Radio[dec]/0, hardware does not support requested configuration: [chars]

**Explanation** The hardware does not support the requested software configuration. The most likely cause of this error is an incorrect configuration.

**Recommended Action** Change the configuration to match the hardware.

**Error Message**

Change the configuration to match the hardware. %CWRMP-5-CONFIG\_MISMAT: Radio[dec]/0, invalid or inconsistent configuration requested: [chars]

**Explanation** An inconsistent parameters setting was requested.

**Recommended Action** Check your configuration for inconsistencies.

**Error Message**

%CWRMP-5-IF\_NVS\_CACHED: Radio[dec]/[dec]: IF NVS content cached into IOS memory

**Explanation** The IF NVS content has been cached into Cisco IOS memory.

**Recommended Action** No action is required.

**Error Message**

%CWRMP-5-IF\_SU\_LOOPBACK: Radio[dec]/[dec], Make sure external IF loopback fixture is attached

**Explanation** The IF loopback requires an external loopback fixture instead of a standard ODU.

**Recommended Action** Attach an external loopback fixture.

**Error Message**

%CWRMP-5-IF\_UCODE\_UPGRADE: Radio[dec]/[dec], IDU PIC changed from version [dec].[dec].[dec] to [dec].[dec].[dec]

**Explanation** A newer version of IDU PIC was found on the microcode, bundled, and downloaded to the IDU.

**Recommended Action** No action is required.

**Error Message**

%CWRMP-5-LOOPBACK\_UP: Hardware on Radio[dec]/[dec] configured for loopback, performance needs to be verified

**Explanation** The hardware is in loopback mode, but the loopback performance must be validated.

**Recommended Action** No action is required.

**Error Message**

%CWRMP-5-METRICS\_THRESH\_HE\_CH: Radio[dec]/0, Channel([dec]) per hour threshold met([int].[intUnrecognized format `)% '=[int].[intUnrecognized format `)% ')

**Explanation** The signal quality is poor.

**Recommended Action** Refer to the installation and maintenance guide.

**Error Message**

%CWRMP-5-METRICS\_THRESH\_HE\_SU\_CLEAR: Radio[dec]/0/U[dec], Subscriber([enet]) per hour threshold clear([int].[intUnrecognized format `)% '=[int].[intUnrecognized format `)% ')

**Explanation** The signal quality is poor.

**Recommended Action** Refer to the installation and maintenance guide.

**Error Message**

%CWRMP-5-METRICS\_THRESH\_SU: Radio[dec]/0, [chars] per hour threshold met ([dec]=[dec])

**Explanation** The signal quality is poor.

**Recommended Action** Refer to the installation and maintenance guide.

**Error Message**

%CWRMP-5-RF\_NVS\_CACHED: Radio[dec]/[dec]: RF/ODU[dec] NVS content cached into IOS memory

**Explanation** The ODU NVS content has been cached into Cisco IOS memory.

**Recommended Action** No action is required.

**Error Message**

%CWRMP-5-RF\_UCODE\_UPGRADE: Radio[dec]/[dec], ODU[dec] PIC changed from version [dec].[dec].[dec] to [dec].[dec].[dec]

**Explanation** A newer version of the ODU PIC was found on Flash memory and was downloaded to the ODU.

**Recommended Action** No action is required.

**Error Message**

%CWRMP-5-STATS\_PRINT: Radio[dec]/0, statistics display error

**Explanation** Statistics cannot be displayed because the statistics were being generated faster than they could be printed.

**Recommended Action** Refer to the installation and maintenance guide.

**Error Message**

%CWRMP-5-THRESHOLD: Radio[dec]/0, [chars] [chars] [dec] threshold crossed

**Explanation** A threshold has been crossed. The threshold that has been crossed is most likely userdefined.

**Recommended Action** No action is required.

**Error Message**

%CWRMP-5-UCODE: [chars] [dec]/[dec]: Loaded [chars]

**Explanation** Microcode was loaded into the port adapter.

**Recommended Action** No action is required.

**Error Message**

```
%CWRMP-5-UCODEPOST: [chars] [dec]/[dec]: Self test executed successfully
```

**Explanation** The power-on self-test did not find any errors.

**Recommended Action** No action is required.

**Error Message**

```
%CWRMP-5-UPDOWN: Interface [chars] Port U[dec], changed state to [chars]
```

**Explanation** The upstream port was brought up or down.

**Recommended Action** No action is required.

## CWRPSPA Messages

**Error Message**

```
%CWRPSPA-3-HWIDB_FAILURE: Creation: slot %d subSlot %d port %d vc %d
```

**Explanation** Failed to create an interface hwidb.

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

**Error Message**

```
%CWRPSPA-3-INVALID_PORT_NUM: slot=%d port=%d, hwidbType=0x%x, max_port_num=%d, Lctype=0x%x
```

**Explanation** The port number is out of range.

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

**Error Message**

```
%CWRPSPA-3-MAX_SPA: Power to IPSEC-SPA-2G in %s is denied because it has exceeded the number allowed(%d)
```

**Explanation** The number of IPSEC-SPA-2G in a chassis is limited. This message is displayed when the number of IPSEC-SPA-2G in the chassis has exceeded this limit.

**Recommended Action** Use only the number of supported IPSEC-SPA-2G

**Error Message**

```
%CWRPSPA-3-NO_HOST_INFO: slot %d subSlot %d, spaType 0x%x
```

**Explanation** Failed to get information about the host linecard.

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

**Error Message**

```
%CWRPSPA-3-SPA_NO_HOST_INFO: slot %d subSlot %d, PID %s
```

**Explanation** Failed to get information about the host linecard.

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

**Error Message**

```
%CWRPSPA-4-SPA_CMD_NO_RESP: [chars]: No response for interface configuration command '[chars]'
```

**Explanation** A timeout occurred while RP was waiting for a response from line card. This might happen due to line card CPU being too busy to respond to the command.

**Recommended Action** No action is required.

**Error Message**

%CWRPSPA-4-SPA\_RESP\_CMD\_MISMATCH: [chars]: Expecting response to interface configuration command '[chars]' but received response to command '[chars]'.

**Explanation** An internal synchronization error occurred while configuring the interface. The configuration might not have succeeded.

**Recommended Action** Check that the running configuration for the interface is correct. If this message occurred on the standby, try reloading the standby to ensure that its configuration is in sync. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWRPSPA-5-OUT\_OF\_RESOURCES: [chars]: Unable to create [chars] due to SPA resource limitations.

**Explanation** The SPA was unable to create the requested resource due to limited hardware or software resources.

**Recommended Action** No action is required.

**Error Message**

%CWRPSPA-6-CARDRELOAD: Module %u reload due to SPA insert in %u/%u.

**Explanation** When inserting a SPA on this carrier card, the card is reset.

**Recommended Action** No action is required.

## CWRSU Messages

**Error Message**

%CWRSU-3-INTSOFTTEV: Internal software event

**Explanation** The CWRSU OQS resource manager subsystem detected an internal 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**

%CWRSU-3-NOMEMORY: No memory available to build data structure

**Explanation** There is not enough memory in the system to complete this request.

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

**Error Message**

%CWRSU-4-CLIDISABLED: All Radio QoS flows and classifier's in the running config will be ignored

**Explanation** Any DOCSIS QoS flow and classifiers added via the CLI will not take effect on the radio interface.

**Recommended Action** Change the DOCSIS configuration file to permit DOCSIS QoS commands to enter via the CLI.

**Error Message**

%CWRSU-4-ENFLOWFAIL: Could not enable CLI Docsis qos flow [dec] on radio interface

**Explanation** The DOCSIS QoS flow added via the CLI was not enabled because it is not allowed in the DOCSIS configuration file.

**Recommended Action** Define the flow in the DOCSIS configuration file or change permission in the DOCSIS configuration file to permit DOCSIS QoS CLI commands.

**Error Message**

%CWRSU-4-NODOCFLOW: DOCSIS 1.0 class of service does not exist for class-id [dec]

**Explanation** The DOCSIS 1.0 CoS referenced by the class ID was not defined in the DOCSIS configuration file.

**Recommended Action** Define the DOCSIS 1.0 CoS in the DOCSIS configuration file.

**Error Message**

%CWRSU-4-NOPOLICYMAP: Policy map name [chars] not configured for DOCSIS qos flow [dec]

**Explanation** The policy map name defined for the DOCSIS QoS flow is not configured in the Cisco IOS configuration. Queueing for this flow defaults to first-come-first-serve.

**Recommended Action** Define the policy map in the Cisco IOS configuration.

## CWRTEST Messages

The following are wireless radio point-to-multipoint test driver messages.



**Error Message**

%CWRTEST-1-GENERIC: [chars]: [chars]

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

**Recommended Action** Reload the router.

**Error Message**

%CWRTEST-1-MEMCMP: mismatch at [chars]:[hex], xor [hex]

**Explanation** An internal failure has occurred.

**Recommended Action** Replace the line card.

## CWSLC Messages

**Error Message**

%CWSLC-2-IOBUS: IOBUS %s last addr 0x%x data 0x%x tran 0x%x

**Explanation** IOBUS is experiencing an error.

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

**Error Message**

%CWSLC-3-CFGPLD: Configuration PLD Interrupt

**Explanation** Configuration PLD is experiencing an error.

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

**Error Message**

%CWSLC-3-CFPF: Configuration Flash Power Fault

**Explanation** Configuration Flash is experiencing an error.

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

**Error Message**

%CWSLC-3-CPUWD: Other CPU watchdog reset

**Explanation** The other CPU is experiencing a watchdog reset.

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

**Error Message**

%CWSLC-3-DIAGFAIL: Failed to handle diag %s %d

**Explanation** The Linecard (Copperbelly) failed to execute diag command.

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

**Error Message**

%CWSLC-3-DIAGSKIP: Skipped diag for port [dec]

**Explanation** The line card skipped diagnostics for port.

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

**Error Message**

%CWSLC-3-DIAGWARNING: Backplane DIP switches settings incorrect

**Explanation** DIP switches need to be set properly

**Recommended Action** Please refer to the for information on how DIP switches are to be set

**Error Message**

%CWSLC-3-FR\_MODE: FRF12 fragments will be dropped by the xconnected DLCI's on [chars]

**Explanation** The L2VPNs and FRF12 that are configured on the same interface are not supported. FRF12 fragments if received will be dropped by the DLCIs configured with xconnect.

**Recommended Action** Option 1 : Do not Pass FRF12 fragments to the xconnected DLCIs. Option 2 : Remove the FRF12 configuration if the fragments needs to be transported to the other end. .

**Error Message**

%CWSLC-3-IPCALLOCFAIL: Failed to allocate IPC buffer %s

**Explanation** The Linecard (Copperbelly) failed to allocate a buffer for communication with the Route Processor (Draco).

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

**Error Message**

%CWSLC-3-IPCSENDFAIL: Failed to send IPC message %s

**Explanation** The Linecard (Copperbelly) failed to send a message to the Route Processor (Draco).

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

**Error Message**

%CWSLC-3-LC\_ENCAP\_UPDATEFAIL: Could not update encapsulation on %s to %u

**Explanation** The Linecard failed to update the new encapsulation that was requested. The interface data structures could not be temporarily locked to perform the encapsulation change

**Recommended Action** If the interface does not come up with the new encapsulation, please remove and reconfigure the encapsulation on the interface. If the error persists after few attempts of reconfiguration, please copy the error messages and open a case with the Technical assistance Centre via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message**

%CWSLC-3-SONETCLK: SONET synchronizer interrupt: %s

**Explanation** MT90401 SONET clock synchronizer is experiencing an interrupt.

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

**Error Message**

%CWSLC-6-PA\_DET: port adapter detected

**Explanation** a port adapter has been detected.

**Recommended Action** No action is required.

**Error Message**

%CWSLC-6-PA\_POWEROK: port adapter power is OK

**Explanation** port adapter power is OK

**Recommended Action** No action is required.

**Error Message**

%CWSLC-6-PA\_SIGVALID: port adapter signal is valid

**Explanation** port adapter signal is valid

**Recommended Action** No action is required.

## CWTLC Messages

**Error Message**

%CWTLC-0-DMA\_ENGINE\_ASIC\_FATAL\_ERR: DMA Engine Asic[[dec]] fatal error: [chars]

**Explanation** The CWTLC DMA Engine ASIC received a fatal error.

**Recommended Action** This error will result in a crash. Copy the message exactly as it appears on the console or in the system log. Collect the crashinfo file in line card, traffic parameters and configuration that triggered the issue then enter the **show tech-support** 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/tac>. With some messages, these tools and

utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CWTLIC-0-FATAL\_EXCEPTION: [chars]

**Explanation** The Optical Services Module line card has encountered a fatal exception.

**Recommended Action** This error will result in a crash. Copy the message exactly as it appears on the console or in the system log. Collect the crashinfo file in line card, traffic parameters and configuration or event that triggered the issue then enter the **show tech-support** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CWTLIC-2-FATAL\_ATM: [chars]

**Explanation** The OSM card has encountered a fatal line management interrupt. This error is not recoverable and will cause the system to crash.

**Recommended Action** This error will result in a crash. Copy the message exactly as it appears on the console or in the system log. Collect the crashinfo file in line card, traffic parameters and configuration that triggered the issue then enter the **show tech-support** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CWTLIC-2-PCITIMEOUT: Fatal Local I-O Bus [dec] Timeout Addr = [hex]

**Explanation** The Optical Services Module has encountered a PCI timeout.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as oir of line card, switchover, etc. Enter the **show pci hardware** and **show pci controller from the line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit

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

#### Error Message

%CWTLC-2-PLIM\_RX: [chars]

**Explanation** The OSM line card encountered an FPGA error that caused a sequence error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the configuration, traffic parameter and event that triggered the issue. Enter the **show platform atm vc**, and **show controllers from the line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit  
<http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet  
[http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CWTLC-2-SLAVEPCI: [chars]

**Explanation** The Optical Services Module has encountered a PCI error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any oir of line card, switchover, etc. Enter the **show pci hardware** and **show pci controller from the line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit  
<http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet  
<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CWTLC-2-TESTCRASH: %s

**Explanation** The user has entered a command that deliberately crashed the line card.

**Recommended Action** no action is required.

**Error Message**

%CWTLIC-2-VAFATAL: Fatal Error on Van Allen [dec]

**Explanation** A fatal error has been detected on one of the Constellation Switching Bus ASICs.

**Recommended Action** If the 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**

%CWTLIC-3-ATMTXFIFO: [chars]

**Explanation** The OSM line card has encountered an error with the FPGA that has caused the FIFO queue to exceed the maximum limit. This condition will cause the system to crash.

**Recommended Action** This error will result in a crash. Collect the crashinfo file in line card, traffic parameters and configuration that triggered the issue then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-BADINT: Attempted to access HWIDB for port [int]

**Explanation** The line card attempted to access structure for interface associated with a non-existent port.

**Recommended Action** Check if reload of the line card helps, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-BADINTCREATE: Attempted to install HWIDB for port [int]

**Explanation** The line card failed to install a structure for interface because the associated port number was out of range.

**Recommended Action** Check if reload of the line card helps, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit

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

#### Error Message

```
%CWTLIC-3-BADMALUCMD: Unsupported MALU command [dec], arg=[hex], pascb=[hex]
```

**Explanation** The Route Processor (Draco) passed down a command that the software was not prepared to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **show tech-support** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit  
<http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet  
<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%CWTLIC-3-BADMALUCMD2: Unsupported MALU cmd/arg0=[hex] [hex], arg1arg2=[hex] [hex], hwidb=[chars]
```

**Explanation** The Route Processor (Draco) passed down a command that the software was not prepared to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **show tech-support** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit  
<http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet  
<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%CWTLIC-3-BADVALUE: **WARNING** %s
```

**Explanation** Received a bad value which might cause catastrophic result if it is allowed to be used somewhere.

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



**Error Message**

```
%CWTLIC-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]
```

**Explanation** The Route Processor (Draco) passed down a message that the software was not prepared to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLIC-3-CMDNOINT: HWIDB Null for command [dec], arg=[hex]
```

**Explanation** The Route Processor (Draco) passed down a command that the software was unprepared to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **show tech-support** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLIC-3-CONST_SWITCHING_BUS_INTERFACE_ASIC_ERR: Constellation Switching Bus Interface Asic [[dec]] error: [chars]
```

**Explanation** The CWTLIC Switching Bus Interface ASIC received an error.

**Recommended Action** No action is required if traffic recovers. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **'show platform hardware sculptor fatal', 'show platform hardware sculptor drop', 'show platform hardware sculptor errors', 'show platform hardware sculptor registers' in line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLC-3-CONST_SWITCHING_BUS_INTERFACE_ASIC_HWERR: Constellation Switching Bus
Interface Asic [[dec]] HW error: [chars]
```

**Explanation** The CWTLC Switching Bus Interface ASIC received a HW error and will be reset.

**Recommended Action** No action is required if traffic recovers. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **'show platform hardware sculptor fatal', 'show platform hardware sculptor drop', 'show platform hardware sculptor errors', 'show platform hardware sculptor registers'** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLC-3-DMA_ENGINE_ASIC_ERR: DMA Engine Asic [[dec]] error: [chars]
```

**Explanation** The CWTLC DMA Engine ASIC received an error.

**Recommended Action** No action is required if traffic recovers. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **'show platform hardware vanallen errors', 'show platform hardware vanallen registers', in line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLC-3-ERR_DETAIL: %s
```

**Explanation** This message provides additional error details for a previous error message, which may be of use to your support representative.

**Recommended Action** Follow the instructions for any error messages preceding this one, and be sure to include the text for this error.

**Error Message**

%CWTLC-3-EXCEPTION\_ERR: [chars]

**Explanation** The Optical Services Module line card has encountered an error exception.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLC-3-FABRIC\_CONNECTION: Recovering from fabric connection error.

**Explanation** The CWTLC crossbar and bus fabric interface received a fatal error.

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

**Error Message**

%CWTLC-3-FABRIC\_INTERFACE\_ASIC\_FATAL: OSM Fabric Interface ASIC Fatal Error.  
ERROR CODE: [chars]

**Explanation** The OSM Fabric Interface ASIC received a FATAL ERROR.

**Recommended Action** No action is required if traffic recovers. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **'show platform hardware medusa registers'**, **'show platform hardware medusa interrupt'**, **from line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-FABRIC\_INTERFACE\_ASIC\_PXF: CWAN PXF Client [[dec]] Not Running

**Explanation** An ASIC device on the OSM has detected that the designated PXF client is not running.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-FR\_BAD\_BRIDGING: Frame Relay: old bridge-vlan(%u) or new bridge-vlan(%u) on the bridged interface %s is malformed

**Explanation** This is an unexpected update from the route processor and should be ignored

**Recommended Action** No action is required.

**Error Message**

%CWTLIC-3-FR\_CHANGEDLCI: frame relay p2p if\_number([int]) and dlci([int]) mismatch: [chars] old dlci [int]

**Explanation** new dlci update comes on a different interface than previous update.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **'show frame-relay pvc', in RP 'show platform frame-relay' in Line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-FR\_INTLEVEL: unexpected interrupt level invocation of frame-relay handler:[chars] if\_number([dec]) dlci([dec])

**Explanation** Some feature code inadvertently invoked the linecard frame-relay handler which is designed to run at process-level. This might lead to data corruption and linecard crash.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **'show frame-relay pvc', in RP 'show platform frame-relay' in Line card** 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/tac>. With some messages, these

tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%CWTLC-3-FR_RX_TVC: RX_TVC greater than max for [chars] if_number([dec])
dlci([dec])
```

**Explanation** The system encountered an error while it was configuring the frame-relay connection. Trying to access the internal resources out of bound.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **'show frame-relay pvc', in RP 'show platform frame-relay', 'show platform toaster intfid all' in Line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%CWTLC-3-HQF_PRECEDENCE: Precedence matching is not supported when using source
vlan for DSS queue table index %CWTLC-3-INVALID_IF_IDX : invalid if_index (%d)
```

**Explanation** CWTLC received a command with invalid interface index

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

#### Error Message

```
%CWTLC-3-INVALID_IF_IDX: invalid if_index ([dec])
```

**Explanation** CWTLC received a command with invalid interface index.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **'show idb', 'show cwan vlans', from Line card** 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/tac>. With some messages, these tools and utilities will

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

#### Error Message

%CWTLIC-3-INVTOASTERVC: Invalid cwtlic\_rp vc for %s (no matching hwidb)

**Explanation** Most likely the fibidb sticks around after hwidb has been deleted.

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

#### Error Message

%CWTLIC-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

**Explanation** The line card failed to allocate a buffer for communication with the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **'show diagbus ' from RP, 'show memory failures alloc', 'show memory' from Line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CWTLIC-3-IPCSENDFAIL: Failed to send IPC message [chars]

**Explanation** The line card failed to send a message to the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **show tech-support** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

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

#### Error Message

```
%CWTLC-3-LL_FAIL: [chars]: loveletter failed. [chars]
```

**Explanation** Failed to send loveletter to RP. Either no memory or IPC send failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **'show frame-relay pvc'**, **'show diagbus slno'**, in RP **'show platform frame-relay'**, **'show memory failures alloc'**, **'show memory'** from Line card 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%CWTLC-3-LTL_ERR: Inconsistent port selection 0x%x assigment(action:%s) for Vlan(%d) on PXF(%u)
```

**Explanation** port select information stored in database is not valid for specified add/delete

**Recommended Action** Workaround: shut down interface vlan and un-shut interface vlan

#### Error Message

```
%CWTLC-3-LVLTRTOOBIG: Loveletter length exceeds max, [int] bytes
```

**Explanation** The Linecard attempted to send a large message to the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **show tech-support** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CW TLC-3-MCAST\_REPL\_ENGINE\_FATAL: Multicast Replication Engine Asic Fatal Error. Resetting ASIC.

**Explanation** The OSM Multicast Replication Engine ASIC received a FATAL ERROR.

**Recommended Action** No action is required if traffic recovers. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **'show platform hardware titan registers', 'show platform hardware titan errors', from line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CW TLC-3-MEDUSAFATAL: Medusa Fatal Error. Resetting ASIC.

**Explanation** The CW TLC Medusa ASIC has received a fatal error. The ASIC will be reset.

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

**Error Message**

%CW TLC-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]

**Explanation** An internal Command sent from RP to LC has not been dispatched properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **show tech-support** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.



**Error Message**

%CWTLC-3-NOFABRICPROCESS: No fabric process created

**Explanation** The CWTLC Cross Bar Switch Fabric interface does not have a link process running; the system failed to create this process. This module will not support the fabric interface.

**Recommended Action** Check if reload of the Line card helps. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show fabric from RP, show processes memory, and show processes cpu in Line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLC-3-NOMEM: [chars]

**Explanation** The OSM card could not obtain statistics due to a memory exhaustion.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show diagbus slno in RP, show memory failures alloc, and show memory from Line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. . Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLC-3-NO\_STATID: PXF([dec]): no stat\_id is available for statistics collection

**Explanation** The OSM line card has used up all statistics collection resources. No more resources available for further statistics collection.

**Recommended Action** Reduce number of features configured on this PXF. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show platform vtms queue, show platform system-drop, and show platform toaster stats all from line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-NULLIFHWIDB: no hwidb (if index [dec])

**Explanation** CWTLIC hwidb pointer is null.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the details that triggered the issue, such as any configuration change, switchover, etc. Enter the **show idb**, **show cwan stats** and **show cwan vlans from Line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-OLDIOFPGA: Upgrade your I/O FPGA

**Explanation** Optical Services Module line card has a downlevel version of the I/O FPGA software

**Recommended Action** Contact your Cisco technical support representative to upgrade your I/O FPGA to the latest version in your hardware

**Error Message**

%CWTLIC-3-PLIM\_TX: [chars]

**Explanation** The OSM line card encountered an FPGA error that caused a sequence error. The line card will attempt to recover from the error.

**Recommended Action** If the recovery was successful, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Collect the configuration, traffic parameter and event that triggered the issue and enter the **show platform atm vc**, and **show controllers from the line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLIC-3-PORTERROR: Port control error, cmd=[chars], port=[dec]
```

**Explanation** Port control command function failed. This might be problem with auto negotiation or might be a hardware issue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **sh platform hardware gt48520 registers**, and **in line card console** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLIC-3-SCERROR: Sculptor[[dec]] error: [chars]
```

**Explanation** The OSM Sculptor ASIC has received an error.

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

**Error Message**

```
%CWTLIC-3-SCFATAL: Sculptor[[dec]] fatal error: [chars]
```

**Explanation** The OSM Sculptor ASIC received a fatal error and will be reset.

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

**Error Message**

```
%CWTLIC-3-SECPAIRINT: Unexpected VA/Toaster interrupt from second pair
```

**Explanation** The Optical Services Module line card has experienced an unexpected interrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLIC-3-TMC_NULLQID: PXF([dec]):Null-QID ([chars]) [int] packets dropped.
```

**Explanation** The Constellation line card has encountered an invalid queue. The packet has been dropped and will be counted in the null queue statistics. Packet traffic should continue normally.

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

**Error Message**

```
%CWTLIC-3-TMC_STATID_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.
```

**Explanation** WAN line card had received inconsistent statistics from PXF. PXF reported that a packets has been dropped, but did not report the packet count corresponding to that packet count.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show platform vtms queue**, **show platform system-drop**, and **show platform toaster stats all from line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-TMTRIE\_ALLOC\_FAILED: Failed to allocate toaster mtrie nodes.

**Explanation** The system encountered an error while it was attempting to allocate memory from a WAN Optical Services Module component.

**Recommended Action** Try reducing the number of routes associated with a VRF identifier or upgrade the WAN Optical Services Module to a higher version.

**Error Message**

%CWTLIC-3-UNSUPPORTED\_LABEL\_RANGE: The maximum label range configured for this system exceeds the %u limit supported by the OSM module.

**Explanation** The MPLS label range configured for this system is not supported. The maximum label range limit is specified in the message.

**Recommended Action** Change the maximum MPLS label range by entering the mpls label range command.

**Error Message**

%CWTLIC-3-VAERROR: Error on Van Allen [dec]

**Explanation** An error has been detected on one of the Constellation Switching Bus ASICs that are located on the line card.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-VTMS: [chars]

**Explanation** The OSM line card could not schedule the wheel entry. The reasons for the error are specified in the error message text.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show platform vtms queue, show platform vtms queue detail, show platform vtms schedule-wheel, show platform vtms calculate-rate row, show platform toaster buffers from line card at least twice at a interval of 30 sec.** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC-3-VTMSQ\_NOTIDLE: Queue not idle when modifying Q([hex])

**Explanation** The VTMS queue was in the process of being modified for a change in QoS configuration, but packets are still going through the queue. Traffic in the queue when the queue is being modified is unexpected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show platform vtms queue, show platform vtms queue detail, show platform toaster buffers from line card, show policy-map interface from RP** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. CWTLIC\_GEWAN Messages

**Recommended Action** The following are Constellation Supervisor router module line card GEWAN messages.

**Error Message**

%CWTLIC-4-ASIC\_RESET: Reset asics - %s

**Explanation** The ASICs on the OSM line card are resetting. System traffic should recover and continue normally after reset.

**Recommended Action** No action is required.

**Error Message**

%CWTLIC-4-CONST\_SWITCHING\_BUS\_INTERFACE\_ASIC\_CONFIG\_ERR: Constellation Switching Bus Interface Asic [%d] configuration failed after %d retries.

**Explanation** The CWTLIC Switching Bus Interface ASIC failed to be configured correctly.

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

**Error Message**

%CWTLIC-4-FABRICCRCERRORS: %d Fabric crc error events in 100ms period

**Explanation** The ASIC that is the interface between the line card local switch bus and the switch fabric encountered more CRC errors than the Supervisor CRC error threshold allows. The number of CRC errors is specified in the message. The supervisor engine records these CRC errors.

**Recommended Action** No action is required. If you want to display the CRC errors, enter the show fabric errors command

**Error Message**

%CWTLIC-4-FABRICSYNCERRS: %d Fabric sync error events in 100ms period

**Explanation** The CWTLIC Cross Bar Switch Fabric interface encountered more sync error events than the Supervisor sync error threshold allows.

**Recommended Action** The linecard has notified the Supervisor and the fabric interface will be re-sync'ed. No action is required from the user.

**Error Message**

%CWTLIC-4-FABRICSYNC\_REQ: Fabric resync requested due to [dec] fabric errors in last 100ms

**Explanation** The CWTLIC Cross Bar Switch Fabric interface encountered more synchronization error events than the Supervisor synchronization error threshold allows.

**Recommended Action** The line card has notified the Supervisor and the fabric interface will be resynchronized. No action is required.

**Error Message**

%CWTLIC-4-L2\_LOOKUP: Recovering from EARL layer 2 lookup sequence error.

**Explanation** The Layer 2 forwarding engine has detected a sequence error.

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

**Error Message**

%CWTLIC-4-LYRAPATCH: Lyra Patch reset sequence invoked.

**Explanation** The Lyra patch reset sequence is being invoked.

**Recommended Action** If the system recovers and system traffic returns to normal, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

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

#### Error Message

%CWTLIC-4-LYRASEQERR: Lyra Sequence Error. Resetting port ASICs.

**Explanation** The Lyra ASIC has detected a sequence error. The port ASICs will be reset.

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

#### Error Message

%CWTLIC-4-PORT\_ASIC\_OLDIOFPGA: Link negotiation maybe be affected, upgrade I/O FPGA

**Explanation** A downlevel version of the I/O FPGA has been detected. This needs to be upgraded to the latest version.

**Recommended Action** Upgrade the I/O FPGA to the newest version. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CWTLIC-4-SCFAIL: Sculptor[[dec]] configuration failed after [dec] retries.

**Explanation** The CWTLIC Sculptor ASIC failed to be configured correctly.

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



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

#### Error Message

```
%CWTLC-4-TMC_INVALID_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]
```

**Explanation** The OSM line card has encountered an internal error while setting up the stats system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show platform vtms queue**, **show platform system-drop**, and **show platform toaster stats all from line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%CWTLC-5-BUS_SEQ_ERR: Constellation bus Sequence Error. Resetting port ASICs.
```

**Explanation** The SP has detected a sequence error on the backplane bus of the OSM. A reset sequence from the EARL has been called to recover from this error. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%CWTLC-5-DATAPATH_RECOVERY_PATCH: EARL reset patch invoked.
```

**Explanation** The ASICs on the OSM line card has been reset so that it can recover from constellation bus sequence error. This condition is usually occurred under stress traffic with HA-related switchover or a line card OIR operation. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require

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

#### Error Message

%CWTLIC-5-FABRIC\_INTERFACE\_ASIC\_RE\_INIT: Fabric Interface Asic Re-initialize.

**Explanation** The OSM Fabric Interface ASIC is being re-initialized because of system backplane bus sequence error or fatal asic error or on Line card itself.

**Recommended Action** No action is required if traffic recovers. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **'show platform hardware medusa registers', 'show platform hardware medusa interrupt', from line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CWTLIC-5-MEDUSAMODECHANGE: MEDUSA Mode changed to [chars]

**Explanation** The CWTLIC Medusa device has changed the switching bus mode.

**Recommended Action** The Supervisor has changed the mode of the Medusa line card. No action is required.

#### Error Message

%CWTLIC-5-PENDING\_PATCH: Invoke pending data recovery patch.

**Explanation** The ASICs on the OSM line card has been reset so that it can recover from backplane switching bus sequence errors or local hardware ASIC errors. This condition is usually occurred under stress traffic with HA-related switchover or a line card OIR operation. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLC-6-FABRIC\_INTERFACE\_ASIC\_MODECHANGE: Fabric Interface Asic switching bus Mode changed to %s

**Explanation** The Supervisor has changed the CWTLC Fabric Interface Asic switching bus mode.

**Recommended Action** No action is required from the user.

**Error Message**

%CWTLC-6-TMC\_NULLQID: PXF([dec]):Null-QID ([chars]) [int] packets dropped.

**Explanation** Constellation line card had encountered invalid queue. The packet has been dropped. The packet will be counted in the null queue statistics. Packet traffic should continue normally.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show platform vtms queue**, **show platform system-drop**, and **show platform toaster stats all from line card** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLC\_ATM-3-CMD\_ACK: ATM (port %d): Cmd ack problem: %s

**Explanation** A problem was encountered communicating with the SARs.

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

**Error Message**

%CWTLC\_ATOM-3-INTFID\_ERR: The internal interface ID 0x%x for the AToM interface %s is invalid for the connection ID 0x%x

**Explanation** The internal interface ID that is required by the OSM to establish an AToM connection is either invalid or is mismatched with the control plane mpls data structure for this connection. The current interfaceID of the OSM has lost its synchronization with the interface IDof the control plane for this connection. This condition is usually caused by unfavorable network conditions such as a failover operation and can occur during normal system operation.

**Recommended Action** Enter the appropriate AToM commands for either the Frame Relay over MPLS, Cell Relay over MPLS, AAL5 over MPLS or Frame Relay local switching to remove the AToM connection, then add the connection again. Performing this action once should successfully re-establish the connection.

**Error Message**

%CWTLIC\_ATOM-3-OSM\_BB1\_CONFIG\_UNSUPPORTED: Attempt to configure Any Transport over MPLS, e.g. FRoMPLS, on a POS non-enhanced OSM

**Explanation** The FRoMPLS, PPPoMPLS, HDLCoMPLS and Frame Relay local switching features are supported on enhanced Optical Services Modules(OSM) only. This non-enhanced OSM does not support these features.

**Recommended Action** Remove the configuration of the unsupported features, or upgrade this module to an enhanced Optical Services Module.

**Error Message**

%CWTLIC\_CHDSX-3-LED\_FPGA\_DNLD\_FAILED: LED FPGA downloading failed: %s

**Explanation** An error at LED FPGA downloading

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

**Error Message**

%CWTLIC\_CHDSX-3-LED\_FPGA\_INIT\_FAILED: LED FPGA initialization failed: %s

**Explanation** An error at LED FPGA initialization

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

**Error Message**

%CWTLIC\_CHDSX-3-LED\_FPGA\_PERI\_FAILED: LED Half second process error: %s

**Explanation** An error happened LED in half second process

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

**Error Message**

%CWTLIC\_CHDSX-3-LED\_FPGA\_PROG\_FAILED: LED FPGA programming failed: %s

**Explanation** An error while programming LED FPGA

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

**Error Message**

%CWTLIC\_CHOC-3-CHIRON\_ERR: Chiron FPGA%d detected errors(0x%04x):%s

**Explanation** LC hardware experiences errors.

**Recommended Action** if errors repeatedly occur, swap the hardware. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLIC\_CHOC-3-GULF\_OVLEN: CHOC gulf string overlength: %s

**Explanation** Internal data struct failed to store ds3 alarms.

**Recommended Action** It may potentially corrupt some memory. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLIC\_CHOC-3-HWERROR: %s

**Explanation** The linecard hardware is experiencing errors.

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

**Error Message**

%CWTLIC\_CHOC-3-INIT\_FAILED: CHOC %d/%d init failed: %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLIC\_CHOC-3-INVCH: CHOC slot %d received invalid channel number: %d, %s

**Explanation** An error at receiving command from RP.

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

**Error Message**

%CW TLC\_CHOC-3-PROV\_FAILED: CHOC %d/%d:%d provisioning failed: %s

**Explanation** An error at channel provisioning.

**Recommended Action** Reconfigure the affected channel. If still fails, do 'no channelized' followed by 'channelized', twice, under sonet controller configure mode. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CW TLC\_CHOC-3-SPE\_OVLEN: CHOC spectra string overlength: %s

**Explanation** Internal data struct failed to store sonet framer's alarms.

**Recommended Action** It may potentially corrupt some memory. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CW TLC\_CHOC-3-UNPROV\_FAILED: CHOC %d/%d:%d unprovisioning failed: %s

**Explanation** An error at channel unprovisioning.

**Recommended Action** do 'no channelized' followed by 'channelized', twice, under sonet controller configure mode.

**Error Message**

%CW TLC\_CHOC-5-CCBNOINT: CHOC slot %d NULL idb (vc:%d) for CCB cmd (%d) arg0 (%d)

**Explanation** LC receives command with NULL idb. Command is ignored.

**Recommended Action** If happens at bootup time, ignore this. Otherwise, Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CW TLC\_CHOC-5-CHCHECK: CHOC %s lc chmask %s rp's: lc[1,0]=0x%08x,0x%08x  
rp[1,0]=0x%08x,0x%08x

**Explanation** Check if LC is running a different channel config than RP expects.

**Recommended Action** Make sure RP's running config is saved before it's reloaded.

**Error Message**

%CWTLC\_CHOC-5-CHLOVEL: CHOC slot %d loveletter failed: %s

**Explanation** RP was missing an internal message from LC.

**Recommended Action** Normally it's harmless. It may affect statistics display or SNMP counters. It may also affect interface status which can be recovered by issuing a shut/no shut under controller or interface.

**Error Message**

%CWTLC\_CHOC-5-SPE\_LOOP: CHOC slot %d/%d:%d loopback failed on Spectra chip:err(%d),%s

**Explanation** LC sonet framer failed to execute a loopback command

**Recommended Action** Redo the loopback command. If still fails, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLC\_CHOC-5-SPE\_PGM: CHOC %s pseudo-random testing config failed on Spectra chip:err(%d)

**Explanation** LC sonet framer failed to execute a prgm command

**Recommended Action** Redo the command. If still fails, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLC\_CHOCX-3-APS: APS(%d) %s

**Explanation** RP deadman timer expired on LC, LC is sending LAIS to far end

**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**

%CWTLC\_CHOCX-3-HERACLES\_ERR: Heracles FPGA%d detected errors(0x%04x):%s

**Explanation** LC hardware experiences errors.

**Recommended Action** if errors repeatedly occur, swap the hardware. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

```
%CW TLC_CHO CX-3-HWERROR: %s
```

**Explanation** The linecard hardware is experiencing errors.

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

**Error Message**

```
%CW TLC_CHO CX-3-INIT_FAILED: Channlized Sonet/SDH LC %d/%d init failed: %s
```

**Explanation** A fatal error at initialization.

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

**Error Message**

```
%CW TLC_CHO CX-3-INVALID_CMD: Channlized Sonet/SDH LC %d/%d init failed: %s
```

**Explanation** Invalid data in received IPC commands

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

**Error Message**

```
%CW TLC_CHO CX-3-INVCH: CHOC slot %d received invalid channel number: %d, %s
```

**Explanation** An error at receiving command from RP.

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

**Error Message**

```
%CW TLC_CHO CX-3-PROV_FAILED: CHOC %d/%d:%d provisioning failed: %s
```

**Explanation** An error at channel provisioning.

**Recommended Action** Reconfigure the affected channel. If still fails, do 'no channelized' followed by 'channelized', twice, under sonet controller configure mode. Copy the error message exactly as it appears, and report it to your technical support representative.



**Error Message**

`%CWTLIC_CHOCX-3-TELCOM_POLL_READY_FAILED: Telcom FPGAs poll failed due to %s`

**Explanation** Polling waiting for bit to clear.

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

**Error Message**

`%CWTLIC_CHOCX-3-TELCOM_PROG_FAILED: Telcom FPGAs init failed due to %s`

**Explanation** A fatal error at initialization.

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

**Error Message**

`%CWTLIC_CHOCX-3-UNKNOWN_CARDTYPE: Unknown card type of %d found (%s)`

**Explanation** Invalid data in received parameter

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

**Error Message**

`%CWTLIC_CHOCX-3-UNKNOWN_VALUE: Unknown %s value of %d found (%s)`

**Explanation** Invalid parameter

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

**Error Message**

`%CWTLIC_CHOCX-3-UNPROV_FAILED: CHOC %d/%d:%d unprovisioning failed: %s`

**Explanation** An error at channel unprovisioning.

**Recommended Action** do 'no channelized' followed by 'channelized', twice, under sonet controller configure mode.

**Error Message**

`%CWTLIC_CHOCX-5-CHCHECK: CHOC %s lc chmask %s rp's: lc[1,0]=0x%08x,0x%08x  
rp[1,0]=0x%08x,0x%08x`

**Explanation** Check if LC is running a different channel config than RP expects.

**Recommended Action** Make sure RP's running config is saved before it's reloaded.

**Error Message**

%CWTLC\_CHOXC-5-CHLOVEL: Channlized Sonet/SDH LC at slot %d failed to send loveletter: %s

**Explanation** RP was missing an internal message from LC

**Recommended Action** Normally it's harmless. It may affect statistics displayed at CLI or retrieved via SNMP. It may also affect interface status. If so, it may be recovered by issuing a shut/no shut within controller or interface context

**Error Message**

%CWTLC\_CHOXC\_DSX-3-DELPHI\_CLEAR\_COUNTER\_FAILED: Delphi FPGAs clear counters failed due to %s

**Explanation** Timer elapsed waiting for bit to clear.

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

**Error Message**

%CWTLC\_CHOXC\_DSX-3-DELPHI\_COUNTER\_VALUES\_READY: Delphi FPGAs counter values ready failed due to %s

**Explanation** Timer elapsed waiting for bit to clear.

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

**Error Message**

%CWTLC\_CHOXC\_DSX-3-DELPHI\_PROG\_FAILED: Delphi FPGAs init failed due to %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLC\_CHOXC\_DSX-3-FRDM336\_CHAN\_DIS\_FAILED: FRDM336 %d disabling of channel (HDLC channel no:%d) failed (errcode=%d): %s

**Explanation** An error at channel disabling.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_CHAN\_ENAB\_FAILED: FRDM336 %d enabling of channel (HDLC channel no:%d) failed (errcode=%d): %s

**Explanation** An error at channel enabling.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_CHAN\_SET\_PARAM\_FAILED: FRDM336 %d setting parameters of channel (HDLC channel no:%d) failed (errcode=%d): %s

**Explanation** An error while setting parameters of a channel.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_DET\_PROV\_FAILED: FRDM336 %d provisioning of channel (SBI no:%d SPE no:%d TRIB no:%d HDLC channel no:%d vcidb:0x%x map:%u subrate:%u crc size:%d invert:%d hdlc idle pat:0x%02x encap:%d) failed (errcode=%d): %s

**Explanation** An error at channel provisioning.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_DIS\_LINK\_FAILED: FRDM336 disabling link (Port no:%d Link no:%d, Attrib:%d) failed: %s

**Explanation** An error while disabling link.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_DIS\_TRIB\_FAILED: FRDM336 disabling tributary (Port no:%d AU-4 no:%d STS-1/AU-3/TUG-3 no:%d VTG/TUG-2 no:%d VT1.5/VT2/TU-11/TU-12 no:%d Attrib:%d) failed: %s

**Explanation** An error while disabling tributary.

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

**Error Message**

%CW TLC\_CHOC\_DSX-3-FRDM336\_DML: %s (status %d)

**Explanation** Error happened while (un)provisioning DML.

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

**Error Message**

%CW TLC\_CHOC\_DSX-3-FRDM336\_ENAB\_LINK\_FAILED: FRDM336 enabling link (Port no:%d Link no:%d, Attrib:%d) failed: %s

**Explanation** An error while enabling link.

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

**Error Message**

%CW TLC\_CHOC\_DSX-3-FRDM336\_ENAB\_TRIB\_FAILED: FRDM336 enabling tributary (Port no:%d AU-4 no:%d STS-1/AU-3/TUG-3 no:%d VTG/TUG-2 no:%d VT1.5/VT2/TU-11/TU-12 no:%d Attrib:%d) failed: %s

**Explanation** An error while enabling tributary.

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

**Error Message**

%CW TLC\_CHOC\_DSX-3-FRDM336\_GLB\_RX\_DRP\_FAILED: FRDM336 %d %s global RX drop failed (errcode=%d): %s

**Explanation** An error while setting/unsetting global RX drop.

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

**Error Message**

%CW TLC\_CHOC\_DSX-3-FRDM336\_HI\_PROV\_FAILED: FRDM336 provisioning of channel (Port no:%d AU-4 no:%d STS-1/AU-3/TUG-3 no:%d VTG/TUG-2 no:%d VT1.5/VT2/TU-11/TU-12 no:%d HDLC channel no:%d) failed: %s

**Explanation** An error at channel provisioning.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INIT\_FAILED: FRDM336 %d init failed (errcode=%d): %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INT\_DEL\_ALL\_CIS\_FAILED: FRDM336 %d deletion of all CIs for HDLC channel %d from CI table failed: %s

**Explanation** An error at CI insertion into CI table.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INT\_DEL\_CI\_FAILED: FRDM336 %d deletion of CI %u for HDLC channel %d from CI table failed: %s

**Explanation** An error at CI deletion from CI table.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INT\_DIS\_TRIB\_FAILED: FRDM336 %d disabling tributary (SBI no:%d SPE no:%d TRIB no:%d) failed (errcode=%d): %s

**Explanation** An error while disabling tributary.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INT\_ENAB\_TRIB\_FAILED: FRDM336 %d enabling tributary (SBI no:%d SPE no:%d TRIB no:%d) failed (errcode=%d): %s

**Explanation** An error while enabling tributary.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INT\_FIND\_CI\_FAILED: FRDM336 %d finding CI of type %u with dlci %u for HDLC channel %d in CI table failed : %s

**Explanation** An error at CI search in CI table.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INT\_INS\_CI\_FAILED: FRDM336 %d insertion of CI %u of type %u with dlci %u for HDLC channel %d into CI table failed : %s

**Explanation** An error at CI insertion into CI table.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INT\_PROV\_FR\_CONN\_FAILED: FRDM336 %d provisioning of FR connection (DLCI:%d HDLC channel no:%d) failed (errcode=%d): %s

**Explanation** An error at FR connection provisioning.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_INT\_UNPROV\_FR\_CONN\_FAILED: FRDM336 %d unprovisioning of FR connection (DLCI:%d CI :%d HDLC channel no:%d) failed (errcode=%d): %s

**Explanation** An error at FR connection provisioning.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-FRDM336\_PROV\_FAILED: FRDM336 %d provisioning of channel (SBI no:%d SPE no:%d TRIB no:%d HDLC channel no:%d) failed (errcode=%d): %s

**Explanation** An error at channel provisioning.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-FRDM336\_SET\_IDLE\_PAT\_FAILED: FRDM336 %d set idle pattern failed (errcode=%d): %s

**Explanation** An error while setting idle pattern.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-FRDM336\_SET\_LINK\_MODE\_FAILED: FRDM336 setting mode of link (Port no:%d Link no:%d) to %d failed: %s

**Explanation** An error while setting link mode.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-FRDM336\_SET\_SPE\_CFG\_FAILED: FRDM336 %d setting configuration of SPE (SBI no:%d SPE no:%d) to %d failed (errcode=%d): %s

**Explanation** An error while setting SPE configuration.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-FRDM336\_SET\_SPE\_MODE\_FAILED: FRDM336 setting mode of SPE (Port no:%d AU-4 no:%d STS-1/AU-3/TUG-3 no:%d) to %d failed: %s

**Explanation** An error while setting SPE mode.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-FRDM336\_SET\_TRIB\_CFG\_FAILED: FRDM336 %d setting configuration of tributary (SBI no:%d SPE no:%d TRIB no:%d) to %d failed (errcode=%d): %s

**Explanation** An error while setting tributary configuration.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-FRDM336\_SET\_TRIB\_MODE\_FAILED: FRDM336 setting mode of tributary (Port no:%d AU-4 no:%d STS-1/AU-3/TUG-3 no:%d VTG/TUG-2 no:%d VT1.5/VT2/TU-11/TU-12 no:%d) to %d failed: %s

**Explanation** An error while setting tributary mode.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-FRDM336\_UNPROV\_FAILED: FRDM336 %d unprovisioning of channel (HDLC channel no:%d) failed (errcode=%d): %s

**Explanation** An error at channel unprovisioning.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-HDLC\_ANYPHY: Anyphy number is not valid for hdlc 0x%x

**Explanation** Anyphy number is not valid

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-HERA\_DLOAD\_FAILED: Heracles FPGAs programing failed on slot %d

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-HERA\_PROG\_FAILED: Heracles FPGAs init failed due to %s

**Explanation** A fatal error at initialization.

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



**Error Message**

%CWTLIC\_CHOC\_DSX-3-HERA\_READ\_FAILED: Heracles FPGA control reg. read failed due to %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-HERA\_WRITE\_FAILED: Heracles FPGA control reg. write failed due to %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-HWERROR: %s

**Explanation** A hardware error involving the OSM line card has occurred.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-IF\_CONFIG\_ONINT: if config command processing is in interrupt context, config type %d

**Explanation** interface configuration processed in interrupt

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-INIT\_FAILED: CHOC DSX LC %d/%d init failed: %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-INVALID\_LINKMODE: chan %d/%d/%d:%d, vc %d, ds1\_index %d, link\_attrib %d (should be %d)

**Explanation** The link mode is invalid

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-INVALID\_PORTMODE: chan %d/%d/%d:%d, vc %d, port\_attrib %d (should be %d)

**Explanation** The port mode is invalid

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-INVALID\_VCCFG: prov %d, chan %d/%d/%d:%d, vc %d, bitfield %#x, speed %#x

**Explanation** LC received an invalid channel configuration

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-NOVC: VC number is NO\_VC in port %u

**Explanation** LC detected an invalid VC number.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-NULLVCIDB: Null vcidb

**Explanation** LC detected NULL vcidb.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-RECV\_DRIVER\_READY: Driver ready message not received

**Explanation** Linecard waiting for Driver Ready message from RP, timedout

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-SUBR\_PROG\_FAILED: Subrate FPGAs init failed due to %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-SUBR\_READ\_FAILED: Subrate FPGA control reg. read failed due to %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-SUBR\_WRITE\_FAILED: Subrate FPGA control reg. write failed due to %s

**Explanation** A fatal error at initialization.

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

**Error Message**

. %CWTLC\_CHOC\_DSX-3-T1E1\_MISMATCH: For chan %d/%d/%d:%d, vc %d, %s config received

**Explanation** The DS1 type mismatches between RP and LC

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-TEMUX\_REV\_ERR: Cannot configure T3 subrate due to old rev TEMUX on T3 %d

**Explanation** The subrate configuration failed

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-TEMUX\_T3MDL\_ERR: T3 MDL periodic routine failed, %s

**Explanation** The T3 MDL periodic routine got NULL pointer failed

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-TIMESLOT\_INUSE: chan %d/%d/%d:%d, vc %d, dsx1 ts map %#x, vc bitfield %#x

**Explanation** The specified timeslots of a vc configuration is already in use

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

**Error Message**

%CWTLC\_CHOC\_DSX-3-UNSUPPORT\_CCBCMD: Received unsupported CCB command %d, arg %d

**Explanation** Linecard received an unsupported CCB command from RP.

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

**Error Message**

%CWTLIC\_CHOC\_DSX-3-VCPROVFAILED: chan %d/%d/%d:%d, vc %d, bitfield %#x, speed %#x, idle\_pattern %#x, crc32 %d, invert %d, mtu %d, encap %d, port\_attrib %d, ds1\_index %d, link\_attrib %d

**Explanation** The channel provisioning failed

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

**Error Message**

%CWTLIC\_CHOC\_DSX-4-INIT\_ERR: CHOC DSX LC (slot %d) init error: %s

**Explanation** A moderate error at initialization.

**Recommended Action** A moderate error. The linecard should still work properly.

**Error Message**

%CWTLIC\_CHOC\_DSX-5-DEF\_SUBRATE: T3 %d %s

**Explanation** Remote subrate configuration changed

**Recommended Action** Inform the network operator that subrate configuration changed by remote end

**Error Message**

%CWTLIC\_CT3-3-INIT\_FAILED: CT3 %d/%d init failed: %s

**Explanation** A fatal error at initialization.

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

**Error Message**

%CWTLIC\_CT3-3-INVALID\_DS1LOOP: Invalid DS1 loop code - %d

**Explanation** Linecard received an invalid DS1 loopback code from RP

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLIC\_CT3-3-INVCH: CT3 slot %d received invalid channel number: %d, %s

**Explanation** An error at receiving command from RP.

**Recommended Action** This may be harmless. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLC\_CT3-3-NULLVCINST: NULL VC instance for VC %d on port %u

**Explanation** LC receives command resulted in NULL VC instance. Command is ignored.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLC\_CT3-3-PROV\_FAILED: CT3 %d/%d:%d provisioning failed: %s

**Explanation** An error at channel provisioning.

**Recommended Action** Reconfigure the affected channel. If still fails, do 'no channelized' followed by 'channelized', twice, under sonet controller configure mode. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLC\_CT3-3-UNPROV\_FAILED: CT3 %d/%d:%d unprovisioning failed: %s

**Explanation** An error at channel unprovisioning.

**Recommended Action** do 'no channelized' followed by 'channelized', twice, under sonet controller configure mode.

**Error Message**

%CWTLC\_CT3-5-CCBNULLBASE: CT3 slot %d NULL baseidb (vc:%d) for CCB cmd (%d) arg0 (%d)

**Explanation** LC receives command with NULL idb. Command is ignored.

**Recommended Action** If happens at bootup time, ignore this. Otherwise, Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLC\_CT3-5-CHLOVEL: CT3 slot %d loveletter failed: %s

**Explanation** RP was missing an internal message from LC.

**Recommended Action** Normally it's harmless. It may affect statistics display or SNMP counters. It may also affect interface status which can be recovered by issuing a shut/no shut under controller or interface.

**Error Message**

%CWTLC\_DML-3-PROCESS\_FAIL: process creation failed for [chars]

**Explanation** An attempt to create a process has failed. The probable cause of this condition is that the system is low on memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%CWTLC\_DML-4-BUNDLEERROR: Bundle([chars]) is not distributed

**Explanation** The bundle specified in the error message is not associated with the OSM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%CWTLC\_DML-4-BUNDLENULL: Unexpected bundle missing in [chars] searching for [chars]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%CWTLC\_DML-4-BUNDLEVC: [chars] for vc [dec] and if\_index [dec]

**Explanation** A software error occurred during provisioning of the bundle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

%CWTLC\_DML-4-IDBNULL: Unexpected hwidb missing in [chars]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

%CWTLC\_DML-4-IPCNOTREADY: DML is not ready to handle message type [dec]

**Explanation** A DML is deleting the bundle because of an **ip cef disable** command and is not ready to process other messages. The most likely cause of this condition is that CEF was disabled and enabled in a very quick succession.

**Recommended Action** Reset the line card.

#### Error Message

%CWTLC\_DML-4-MLPSBNULL: Unexpected subblock missing for [chars]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.



**Error Message**

%CWTLIC\_DML-4-NLINKS: The bundle had an unexpected number of links in [chars], nlinks [dec]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%CWTLIC\_DML-4-QUEUE\_BUNDLE: Not able to queue the bundle ([chars]), Num. of bundles [dec]

**Explanation** A software error occurred while a bundle was being inserted into the queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%CWTLIC\_DML-5-BUNDLEEXCEEDED: Bundle([chars]) cannot be associated with link([chars]), max [dec]

**Explanation** The number of bundles has been exceeded for the group that belongs to the link. The bundle specified in the error message can not work in distributed mode. If the line card is a CT3, T3, or E3 line card (OSM-CT3 line card), then ports 1-12 belong to one group and ports 13-24 belong to the second group. If the line card is a CHOC-3 line card (OSM-CHOC-DS0 line card), then ports 1-4 belong to one group and ports 5-8 belong to the second group. If the line card is a CHOC-12 line card (OSM-CHOC-DS0 line card), then port 1 belongs to one group and port 2 belongs to the second group. Only 168 bundles can be supported per group. The new bundle created causes an extra load on the RP CPU.

**Recommended Action** Remove the multilink interface that is causing this condition.

**Error Message**

%CWTLIC\_DML-5-GROUPMISMATCH: Link([chars]) added, Bundle([chars]) may be forced down

**Explanation** A link should be on the same group as other member links of a bundle. If the link specified in the error message becomes active, the bundle does not work in distributed mode. If the line card is a CT3, T3, or E3 line card (OSM-CT3 line card), then ports 1-12 belong to one group and ports 13-24 belong to the second group. If the line card is a CHOC-3 line card (OSM-CHOC-DS0 line card), then ports 1-4 belong to one group and ports 5-8 belong to the second group. If the line card is a CHOC-12 line card (OSM-CHOC-DS0 line card), then port 1 belongs to one group and port 2 belongs to the second group. Links from different groups can be bundled into the same multilink.

**Recommended Action** Ensure that all links belong to same group, and remove the link that belongs to a different group. After the link belonging to a different group is removed, enter the **shutdown** and **no shutdown** commands on the multilink interface to shut down and restart the interface.

**Error Message**

%CWTLIC\_DML-5-LINKEXCEEDED: Link([chars]) added. Bundle([chars]) may be forced down, max [dec]

**Explanation** The number of links on the bundle has been exceeded. If this link becomes active, the bundle will not work in distributed mode.

**Recommended Action** Only 12 links per bundle are supported. Remove the extra link from the bundle. After the extra link has been removed from the bundle, enter the **shutdown** and **no shutdown** commands on the multilink interface to shut down and restart the interface.

**Error Message**

%CWTLIC\_DML-5-LINKTYPE: Link([chars]) added, Bundle([chars]) may be forced down

**Explanation** The link should be either T1 or E1. If this link becomes active, the bundle will not work in distributed mode.

**Recommended Action** Ensure that all the links in the bundle are of the same speed:T1 or E1. Remove the mismatched link from the bundle. After the mismatched link is removed, enter the **shutdown** and **no shutdown** commands on the multilink interface to shut down and restart the interface.

**Error Message**

%CWTLIC\_DML-5-LINKTYPEMISMATCH: Link([chars]) added, Bundle([chars]) may be forced down

**Explanation** A link speed mismatch has occurred with other member links of the bundle. If this link becomes active, the bundle will not work in distributed mode.

**Recommended Action** Ensure that all the links in the bundle are of the same speed; for example, either T1 or E1. Remove the mismatched link from the bundle. After the mismatched link has been removed, enter the **shutdown** and **no shutdown** commands on the multilink interface to shut down and restart the interface.

**Error Message**

%CWTLIC\_DML-5-SLOTMISMATCH: Link([chars]) added, Bundle([chars]) may be forced down

**Explanation** A link should be on same slot as other member links of the bundle. If the link specified in the error message becomes active, the bundle will not work in distributed mode.

**Recommended Action** Ensure that all the links are from same slot. Remove the link belonging to a different slot. After the link belonging to a different slot has been removed, enter the **shutdown** and **no shutdown** commands on the multilink interface to shut down and restart the interface.

**Error Message**

%CWTLIC\_GBIC-4-BADGBIC: Undefined GBIC type (port %d): GBIC Definition %d

**Explanation** This GBIC module type is Unknown

**Recommended Action** Please remove GBIC from this Port

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_EEPROM\_BADCS: EEPROM %s checksum error for GBIC in port %d

**Explanation** The GBIC in the port specified in the error message has invalid EEPROM data.

**Recommended Action** Remove the GBIC from the specified port.

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_EEPROM\_RD\_ERR: Error in reading GBIC serial ID (port %d) (error code %d)

**Explanation** Error when reading GBIC type from EEPROM

**Recommended Action** Please remove GBIC from this Port

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_EEPROM\_SEC\_ERR: GBIC in port %d failed security check

**Explanation** The GBIC in the port specified in the error message has invalid EEPROM data.

**Recommended Action** Remove the GBIC from the specified port.

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_INSTALLED: GBIC installed %s %d

**Explanation** GBIC inserted in this port

**Recommended Action** No action is required.

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_NOTSUPPORTED\_EXTENDED\_TYPE: GBIC in port %d has unsupported extended type (0x%x)

**Explanation** The GBIC in the port specified in the error message is a transceiver type that is not currently supported by the system.

**Recommended Action** Remove the GBIC from the specified port.

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_PTSOLDVER: SP does not support port status message for GBIC security

**Explanation** The system software on the switch processor is not the latest version.

**Recommended Action** Ensure that your system is running the latest available version of the Cisco CatOS software.

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_REMOVED: GBIC removed %s %d

**Explanation** GBIC removed from this port

**Recommended Action** No action is required.

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_RXLOSS: RX lost on GBIC port %d

**Explanation** A RX loss was detected on the indicated GBIC port

**Recommended Action** No action is required.

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_SCPBUF\_ERR: Failed to get packet from SCP packet pool for %s

**Explanation** The OSM failed to allocate a packet from the SCP packet pool for the GBIC control message specified in the error message.

**Recommended Action** No action is required.

**Error Message**

%CWTLIC\_GBIC-4-GBIC\_TXFAULT: TX Fault on GBIC port %d

**Explanation** A TX fault was detected on the indicated GBIC port

**Recommended Action** No action is required.

**Error Message**

`%CWTLIC_GBIC-4-NOTSUPPORTED_GBIC_XCEIVER_CODE: Not supported GBIC transceiver code (port %d): Code 0x%x`

**Explanation** This GBIC transceiver code is not supported

**Recommended Action** Please remove GBIC from this Port

**Error Message**

`%CWTLIC_GEWAN-3-FPGA_PROG_FAILED: %s FPGA initialization failed due to %s`

**Explanation** The FPGA could not be initialized. The cause of this condition is specified in the message text on the console or in the system log. As a result of this condition, the device is not operational and has been disabled.

**Recommended Action** Reload the line card. If the problem persists, copy the error message exactly as it appears on the console or in the system log and output of 'show module' command. Contact your Cisco technical support representative to obtain a replacement board.

**Error Message**

`%CWTLIC_GEWAN-3-GEMAC_9K_MODE_FIX_FAILED: Fix for 9k buffer mode failed for GEMAC [%d]`

**Explanation** An error has occurred while the system was setting the GEMAC component of the Constellation WAN card in 9k buffer mode. This condition occurred on the port specified in the error message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%CWTLIC_GEWAN-3-GEMAC_INIT_FAILED: Device initialization failed for GEMAC[%d]: %s`

**Explanation** An error has occurred during initialization of the GEMAC device.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%CWTLIC_GEWAN-3-IF2PORT: Cannot determine port from interface %d for operation %d with [%e]`

**Explanation** The port number could not be determined from the given interface number.

**Recommended Action** Reload the line card. If the problem persists, copy the error message exactly as it appears on the console or in the system log and output of 'show module' command. Contact your Cisco technical support representative to obtain a replacement board.

**Error Message**

%CWTLC\_GEWAN-3-INIT\_FAILED: GE-WAN LC %d/%d init failed: %s

**Explanation** A fatal error has occurred during initialization of the Constellation Gigabit Ethernet WAN line card.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLC\_GEWAN-3-MAC\_OP\_BAD: Unknown MAC address operation %d with [%e] on port %d

**Explanation** The specified MAC address operation is unknown and cannot be performed

**Recommended Action** Reload the line card. If the problem persists, copy the error message exactly as it appears on the console or in the system log and output of 'show module' command. Contact your Cisco technical support representative to obtain a replacement board.

**Error Message**

%CWTLC\_GEWAN-3-PORT\_AUTONEG\_FAIL: Failed to %s auto-negotiation %s on port %d

**Explanation** The enabling/disabling of the auto-negotiation functionality on a GE-WAN port failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLC\_GEWAN-3-PORT\_CMD\_FAIL: Port %s failed on port %d

**Explanation** GE-WAN port command failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC\_GEWAN-3-TABLE\_ADD\_REMOVE\_FAILED: MAC address table %s with [%e] failed on port %d

**Explanation** The addition or removal of a MAC address from the MAC address table has failed.

**Recommended Action** Reload the line card. If the problem persists, copy the error message exactly as it appears on the console or in the system log and output of 'show module' command. Contact your Cisco technical support representative to obtain a replacement board.

**Error Message**

%CWTLIC\_GEWAN-3-ZICO\_INIT\_FAILED: Device initialization failed for Zico FPGA[%d]: %s

**Explanation** An error has occurred during initialization of the protocol converter FPGA.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC\_GEWAN-4-LINKFPGA\_INTR: Index[[dec]] Cause[[hex]]: [chars]

**Explanation** The Link FPGA component of the Constellation WAN line card has caused an error interrupt to occur.

**Recommended Action** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <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**

%CWTLIC\_GEWAN-5-GEMAC\_INTR: %s: %s

**Explanation** The GEMAC component of the Constellation WAN line card has caused an error interrupt to occur.

**Recommended Action** Reload the line card. If the problem persist, copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%CWTLC_GEWAN-5-LINKFPGA_INTR: Index[%d] Cause[0x%08x]: %s`

**Explanation** The Link FPGA component of the Constellation WAN line card has caused an error interrupt to occur.

**Recommended Action** Reload the line card. If the problem persists, copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%CWTLC_QOS-3-CHUNK_INIT_FAIL: %s: %s allocation failed`

**Explanation** The OSM detected a memory allocation failure. The installed amount of memory could be insufficient for the software features that are configured.

**Recommended Action** If this message appears continuously, a memory upgrade might be required.

**Error Message**

`%CWTLC_QOS-3-CHUNK_MALLOC_FAIL: %s: chunk_malloc for %s failed`

**Explanation** The OSM detected a memory allocation failure. The installed amount of memory could be insufficient for the software features that are configured.

**Recommended Action** If this message appears continuously, a memory upgrade might be required.

**Error Message**

`%CWTLC_QOS-3-MISC: %s: %s %d`

**Explanation** The OSM detected the software error event that is specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%CWTLC_QOS-3-WRED_CLASS_INDEX_NOT_FOUND: sub-class limit has exceeded`

**Explanation** The OSM supports only 29 wred classes: 8 CS, 12 AF, EF and 8 user defined DSCP values.

**Recommended Action** Refer to the technical documentation for more information about WRED configurations on the OSM.



**Error Message**

%CWTLIC\_QOS-4-CLASS\_EMPTY\_ACTION: Policymap [chars] containing no Action for class will not display packet counters

**Explanation** The OSM detected NULL class action so it will not increment the counters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show monitor capture point all** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%CWTLIC\_QOS-4-STATS\_CLASS\_INFO\_INVALID: Stats process found invalid class\_info [%#x], stat\_type [%#x] caller\_pc [%#x] caller\_pc1 [%#x].

**Explanation** The OSM detected invalid class data. This condition is transient when the policymap is modified and the update is propagated to the OSM.

**Recommended Action** If this message appears continuously, reset the LC using hw-module module reset command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%CWTLIC\_QOS-4-VTMS\_THR\_LMT: Threshold configured is more than the current queue-limit

**Explanation** The threshold configured should always be less than the queue-limit. The current situation is such that the queue-limit is less than the configured threshold in the random-detect CLI. The software has adjusted the threshold based on the current default queue-limit.

**Recommended Action** If any change in the threshold is required, configure the queue-limit strictly more than the configured threshold for that particular class of the policy map.

**Error Message**

%CWTLIC\_RP-3-HWIDBNULL: No valid hwidb for a given fibhwidb: %s, if\_number:%u

**Explanation** Local hwidb list doesn't match fib's idb list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC\_RP-3-RP\_NOVTMSVC: no vtms vc for dynamic allocation: %s if\_number %u

**Explanation** all 10 vc bits are in use

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CWTLIC\_RP-3-TMEMSELFAIL: Unpaired PXF %u memory select/deselect or nested PXF select

**Explanation** PXF deselect did not follow toaster select

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CWTLIC\_RP-3-TMEM\_IMPROPER\_SEL: Improperly nested PXF %u memory select/deselect at nested level %u. Value stored with select (%#x) does not match the value passed with deselect (%#x)

**Explanation** Last PXF select operation was not followed by a deselect operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CWTLIC_RP-3-VTMSQIDZERO: Setting VC [hex] QID zero while VLAN [hex] is valid
```

**Explanation** The VC QID is being set to zero while the specified VLAN is still valid. This error condition can put the line card at risk to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%CWTLIC_RP-3-VTMSVCFAIL: Create VTMS %s VC failed (%s) vnum=%d %s:%d
```

**Explanation** Attempt to create VTMS VC failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

```
%CWTLIC_T3E3-3-INIT_FAILED: CT3 %d/%d init failed: %s
```

**Explanation** A fatal error at initialization.

**Recommended Action** Consider swapping hardware. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

```
%CWTLIC_T3E3-3-LOVE_TOOBIG: CT3 loveletter %s is too big
```

**Explanation** An internal message is too big to send to RP.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

```
%CWTLCT3E3-5-LOVE_FAIL: CT3 port %d/%d loveletter failed: %s
```

**Explanation** Linecard failed to send an internal message to RP.

**Recommended Action** Normally it's harmless. It may affect statistics display or SNMP counters. It may also affect interface status which can be recovered by issuing a shut/no shut under controller or interface.

## CYG\_TWO\_WIRE Messages

**Error Message**

```
%CYG_TWO_WIRE-4-INIT: I2c init fail
```

**Explanation** The I2C interface fail to init.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CYG_TWO_WIRE-4-SENDADDR: I2c_send_addr fail
```

**Explanation** The I2C interface fail to send addr.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CYG_TWO_WIRE-4-START: I2c start fail
```

**Explanation** The I2C interface fail to start.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CYG\_TWO\_WIRE-4-VERSION: I2c wrong interface version

**Explanation** Wrong I2C interface is being use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%CYG\_TWO\_WIRE-4-WRITE: I2c\_write fail

**Explanation** The I2C interface fail to 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## C\_GIGE Messages

#### Error Message

%C\_GIGE-3-GEMAXADDR: [chars], expected [hex], actual [hex]

**Explanation** There are too many MAC addresses in the filter table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

```
%C_GIGE-3-GEMISMATCH: [chars], expected [hex], actual [hex]
```

**Explanation** PCI initialization for the common Gigabit Ethernet subsystem has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

```
%C_GIGE-3-INITFAIL: C_GIGE initialization failed, [chars]
```

**Explanation** Initialization for the common Gigabit Ethernet subsystem has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

```
%C_GIGE-3-INTERNAL: C_GIGE internal error, [chars]
```

**Explanation** The system has detected an error in the internal common Gigabit Ethernet subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

```
%C_GIGE-3-MAJOR_FAULT: C_GIGE unrecoverable error, [chars], error_code=[hex]
```

**Explanation** The system has detected an operation error in the common Gigabit Ethernet subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

```
%C_GIGE-3-MIBINITFAIL: C_GIGE MIB initialization failed, [chars]
```

**Explanation** MIB initialization for the common Gigabit Ethernet subsystem has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

```
%C_GIGE-4-TOOBIG: C_GIGE - interface: [chars]: size [dec]: pak size
```

**Explanation** A packet larger than the maximum allowed packet size has been received.

**Recommended Action** The system will correct this condition. No action is required.

**Error Message**

%C\_GIGE-6-UNKNOWN: Unknown message ([dec]) received ([chars]) from interface [chars]

**Explanation** The driver has received an unknown message from the back 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

## DAS\_ENV Messages

**Error Message**

%DAS\_ENV-0-SHUTDOWN: Slot [dec], [chars] [int] [chars]

**Explanation** The specified environmental parameters of the card are outside the normal range of operation.

**Recommended Action** Check the blowers and the ambient room temperature.

**Error Message**

%DAS\_ENV-1-AC\_STATUS\_WARNING: [chars], MBUS at Power Module 24 detects AC status = [hex] MBUS at Power Module 25 detects AC status = [hex]

**Explanation** The specified environmental parameters of the AC shelves are outside the normal range of operation.

**Recommended Action** Check the status of the AC shelf.

**Error Message**

%DAS\_ENV-1-BLOWER\_STATUS\_NORMAL\_ALERT: [chars], MBUS at Power Module [dec] detects Blower normal = [hex]

**Explanation** All fans have recovered from an error condition and are now operating normally.

**Recommended Action** No action is required.



**Error Message**

%DAS\_ENV-1-WARNING: Slot [dec], [chars] [int] [chars]

**Explanation** The specified environmental parameters of the card are outside the normal range of operation.

**Recommended Action** Check the blowers and ambient room temperature.

**Error Message**

%DAS\_ENV-2-AC\_STATUS\_CRITICAL: [chars], MBUS at Power Module 24 detects AC status = [hex] MBUS at Power Module 25 detects AC status = [hex]

**Explanation** The parameters specified for the AC shelves are outside the normal range of operation.

**Recommended Action** Check the status of the AC shelf and the ambient room temperature.

**Error Message**

%DAS\_ENV-2-BKPLN\_STATUS\_CRITICAL: Backplane Switches are in an Invalid position, Feature Boards are being Powered OFF. Reload the system after resetting the backplane Switches to Valid position

**Explanation** The backplane switches are in an invalid position. Under this condition, the system is not in an operational state. All feature boards are powered off after this state is detected.

**Recommended Action** Reload the system after resetting the backplane switches to a valid position.

**Error Message**

%DAS\_ENV-2-BLOWER\_STATUS\_MAJOR\_ALARM: [chars], MBUS at Power Module [dec] detects Blower alarm = [hex]

**Explanation** No fans, or a limited number of fans, are operational. The fan condition does not meet cooling requirement of the chassis.

**Recommended Action** Check or replace the fan controller.

**Error Message**

%DAS\_ENV-2-BLOWER\_STATUS\_MINOR\_ALARM: [chars], MBUS at Power Module [dec] detects Blower alarm = [hex]

**Explanation** Some fans are not operational. The system is running the remaining fans at a high speed to compensate.

**Recommended Action** Check the fan controller.

**Error Message**

%DAS\_ENV-2-CRITICAL: Slot [dec], [chars] [int] [chars]

**Explanation** The specified environmental parameters of the card are outside the normal range of operation.

**Recommended Action** Check the blowers and the ambient room temperature.

**Error Message**

%DAS\_ENV-2-NORMAL: Slot [dec], [chars] [chars] [int] [chars]

**Explanation** The environmental parameters have returned to a normal condition.

**Recommended Action** No action is required.

## DATACORRUPTION Messages

**Error Message**

%DATACORRUPTION-1-DATAINCONSISTENCY: [chars], -PC= [hex]

**Explanation** Software has detected that some internal data structures might be corrupt. This might lead to unpredictable device operation; including, but not limited to, unexpected reloads or spurious memory accesses. This detection is a proactive check for operating system consistency.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that might help identify the nature of the message. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## DATA\_DESCR Messages

The following are Data Descriptor encode/decode messages.

**Error Message**

```
%DATA_DESCR-3-CTRLR_DECODE: Lookup Failure: [hex].[hex].[hex].[hex].[hex]
([int]-[int]/[int])
```

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%DATA_DESCR-3-DEFER_FAILURE: Defer failure on %s for descriptor %u-%u/%u/%u/%u
```

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DATA_DESCR-3-ENTRY_EXPIRED: Found expired message entry for descriptor
%u-%u/%u/%u
```

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DATA_DESCR-3-GENERIC_DECODE: Lookup Failure: [hex].[hex].[hex].[hex].[hex]
([int]-[int]/[int]/[int]/[int]/[int])
```

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DATA\_DESCR-3-GENERIC\_ENCODE: Encode failure: %s, descriptor type=%d

**Explanation** An internal data descriptor could not be encoded for synchronization for the interface or controller in the run-time module specified in the message output. The failure most likely occurred because of a software error. The descriptor type specified in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DATA\_DESCR-3-HWIDB\_DECODE: Lookup Failure: [hex].[hex].[hex].[hex].[hex]  
([int]-[int]/[int]/[int]/[int])

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DATA\_DESCR-3-QUEUE\_INTERNAL\_ERROR: Internal error on data descriptor queue: %s

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DATA_DESCR-3-SWIDB_DECODE: Lookup Failure: [hex].[hex].[hex].[hex].[hex]
([int]-[int]/[int]/[int]/[int]/[int])
```

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DBCONN Messages

#### Error Message

```
%DBCONN-3-BADLICENSEKEY: Bad license key configured for Database Connection.
```

**Explanation** The license key configured with the dbconn license configuration command is not valid.

**Recommended Action** Check that the license key was entered correctly in the dbconn license configuration command. Refer to the dbconn feature documentation for information on how to obtain a valid license key.

#### Error Message

```
%DBCONN-3-BADMODE: Unknown mode '%s' configured for server %s
```

**Explanation** The mode configured for the dbconn server was rejected by the remote database server.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the mode to use to connect to DB2 on the remote database server.

**Error Message**

%DBCONN-3-BADRLU: Bad remote LU '%s' configured for server %s

**Explanation** The remote LU configured for the dbconn server is incorrect.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Be sure to check that the SNA network name is correct as well as the LU name.

**Error Message**

%DBCONN-3-BADTPNAME: Bad TP name configured for server %s

**Explanation** The tpname configured for the dbconn server is not recognized by the remote database server.

**Recommended Action** Configure a TP name that is available on the remote database server. Most DB2 systems will accept the DRDA default TP name of `DB2` except for SQL/DS. Contact your SNA network administrator and/or your DB2 administrator to determine the TP name used by your DB2. To use the DRDA default, do not explicitly configure a TP name for your dbconn server.

**Error Message**

%DBCONN-3-DRDASYNTAX: DRDA protocol error from server %s, SYNERRC D x'%02X'

**Explanation** An unexpected DRDA protocol error occurred between dbconn and the remote database server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. If possible, also provide the output of the debug dbconn drda command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message**

%DBCONN-3-LICENSEEXPERROR: License is expired for Database and Transaction Connection.

**Explanation** This system is using a temporary key for its Database and Transaction Connection. The license is expired.

**Recommended Action** Contact StarQuest Software to acquire a permanent key.

**Error Message**

%DBCONN-3-LICENSEEXPWARNING: License is about to expire for Database and Transaction Connection.

**Explanation** This system is using a temporary key for its Database and Transaction Connection. The license is about to expire.

**Recommended Action** Contact StarQuest Software to acquire a permanent key.

**Error Message**

%DBCONN-3-LICENSEHWWARNING: Number of connections for TXCONN and DBCONN is at 90% license limit.

**Explanation** The number of allowed Database and Transaction Connection client in this system is reaching the limit.

**Recommended Action** Contact StarQuest Software to acquire more license.

**Error Message**

%DBCONN-5-IDLETIMEOUT: Client %i connected to server %s has timed out after %TE.

**Explanation** The client was idle for too long, and the idle timeout configured for the dbconn server expired.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-PWDEXPIRED: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The password passed in by the client was rejected by the remote database server because it's expired.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-PWDINVALID: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The password passed in by the client was rejected by the remote database server.

**Recommended Action** This is an informational message only. No action is required.



**Error Message**

%DBCONN-5-PWDMISSING: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The remote database server requires a userid and password, but the password was not provided.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-SECFAIL: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The userid and/or password passed in by the client were rejected by the remote database server.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-SECUNKNOWN: APPC security failed, client %i using userid '%s' for server %s

**Explanation** An unspecified security failure has occurred. The database host system may be able to provide more specific information.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-UIDINVALID: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The userid used to connect to the remote database server is not valid.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-UIDMISSING: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The remote database server requires a userid, but the userid was not provided.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-UIDREVOKED: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The userid used to connect to the remote database server has been revoked.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-WLMDOWN: All WLM routes on server %s have become unavailable. Recovery is in progress.

**Explanation** A load balanced WLM server has lost connectivity to all destinations in its server list. All client connections to this server will be rejected until a host in the complex becomes available again.

**Recommended Action** This is an informational message only. No action is required.

**Error Message**

%DBCONN-5-WLMMISMATCH: WLM transport type mismatch on server %s.

**Explanation** The transport type within a server list received from a Workload Manager load balanced database does not match the transport type of the corresponding dbconn server. If the conflicting server list specifies SNA transport type, the default mode #INTER will be used to establish the connection.

**Recommended Action** This is an informational message only. No action is required.

## DBUS Messages

The following are the data bus messages.

**Error Message**

%DBUS-2-UNKNOWN: Slot %d, unknown controller type 0x%x, ignoring

**Explanation** A processor reported a controller type that is unknown to the system. The processor will not be used and needs to be repaired.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DBUS-3-BADCTRLRTYPE: Invalid controller type %d in slot %d

**Explanation** An interface processor responded with an unknown or illegal controller type when queried. This should not happen unless the running software does not support the interface processor in question, or the interface processor fails.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DBUS-3-BADEEPROM: Invalid EEPROM data found for card in slot %d, card disabled

**Explanation** The ID EEPROM on the indicated card is not programmed correctly.

**Recommended Action** Call your Cisco technical support representative for a replacement.

**Error Message**

%DBUS-3-BADHSACONF: Down rev RSP EPROM found HSA system, upgrade EPROM, or remove one RSP

**Explanation** A software or hardware error occurred.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DBUS-3-CXBUSERR: Slot %d, CBus Error

**Explanation** A processor reported a bus error. The processor will be reset and not used until the next on-line insertion and removal (OIR) event or microcode download, when it will be retested.

**Recommended Action** Reinstall the processor or download the microcode. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DBUS-3-DAUGHTER_STATS: Slot %d control 0x%x, status 0x%x
```

**Explanation** A processor reported an error. This message is sent out in conjunction with other error messages to provide additional 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

```
%DBUS-3-DBUSDISABLED: Slot %d disabled, will be restarted.
```

**Explanation** A processor was disabled due to an error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Reinstall the processor or download the microcode. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DBUS-3-DBUSINTERR: Slot %d, Internal Error
```

**Explanation** A processor reported an internal error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Reinstall the processor or download the microcode. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DBUS-3-DBUSINTERRSWSET: Slot %d, Internal Error due to VIP crash

**Explanation** A processor reported an error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Reinstall the processor or download the microcode. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DBUS-3-MSGOVERFLOW: Slot %d, too many DBUS messages

**Explanation** A board in the slot identified in the error message tried to send too many logger messages.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

%DBUS-3-MSGPABADCONFIG: Slot [dec] has an unsuccessfully configured PA in bay [dec]

**Explanation** The PA in the slot is not successfully configured, either because the VIP is incompatible with it or because the Cisco IOS software has no pertinent drivers.

**Recommended Action** Refer to the documentation of the PA to get a list of compatible VIP's. If the VIP that contains the PA is listed as supported, refer to the CCO page for Cisco IOS software versions that support the PA. Otherwise, seat the PA in one of the supported VIP's and verify that the Cisco IOS software version supports the PA.

**Error Message**

%DBUS-3-MSGPAUNSUP: Slot [dec] has an unsupported PA in bay [dec]

**Explanation** The PA in the slot is not supported, either because the VIP is incompatible with it or because the Cisco IOS software has no pertinent drivers.

**Recommended Action** Refer to the documentation of the PA to get a list of compatible VIPs. If the VIP that contains the PA is listed as supported, refer to the CCO page for Cisco IOS software versions that support the PA. Otherwise, seat the PA in one of the supported VIP's and verify that the Cisco IOS software version supports the PA.

**Error Message**

%DBUS-3-NOMAGIC: No magic number found in RP1 EEPROM

**Explanation** The structure containing the system MAC address needed by the OIR facility cannot be found in the RP EEPROM. The RP must be returned for reprogramming.

**Recommended Action** Return the RP for reprogramming and call your Cisco technical support representative for assistance.

**Error Message**

%DBUS-3-NORESP: bad or no response, slot %u

**Explanation** A board in the slot identified in the error message failed to respond.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DBUS-3-NOSUPPORT: No driver support in this image for %s in slot %d (card type %d) - disabled

**Explanation** The Cisco IOS image does not have driver support code for the specified interface processor.

**Recommended Action** Remove the unsupported interface processor card, or reload the router with a Cisco IOS image that has driver support code for that interface processor card.

**Error Message**

%DBUS-3-ORFS\_NOTINITIALIZED: ORFS is not initialized

**Explanation** When oir-remove-failing-slot is invoked, the software attempts to initialize parameters. This initialization failed and the service will not be available.

**Recommended Action** Enter the **service oir-remove-failing-slot** command again. This message should not cause any functional failures. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DBUS-3-PERMANENT\_WEDGED: Line card in slot [dec] is permanently wedged

**Explanation** Two successive attempts to restart and analyze the line card have failed.

**Recommended Action** Reinstall the line card. This condition could be caused by bad VIP hardware. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DBUS-3-SLOTCOMP: Slot %d, dbus error, slot (0x%x) and complement (0x%x) do not match

**Explanation** A processor reported a mismatch between the contents of the slot register and its complement. This condition indicates a hardware failure in the diagnostic bus controller on that processor or on the diagnostic bus. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

```
%DBUS-3-SW_NOTRDY: DBUS software not ready for slot %d after %s, elapsed %u, status 0x%x
```

**Explanation** An interface processor failed to come online after being reset. A software or hardware error occurred.

**Recommended Action** Please refer to Bug Toolkit on the Cisco web-site to check for existing bugs. If you do not find one, obtain the output of show tech and show log and open a TAC case.

#### Error Message

```
%DBUS-3-WCCTRLRERR: Slot %d, WCS Controller Instruction Error
```

**Explanation** The writable control store (WCS) is the set of devices on each interface processor that contains the running microcode. It can be loaded either from the ROM on the interface processor or from the system by using the downloadable microcode facility. In this message, a processor reported a WCS controller instruction error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

```
%DBUS-3-WCSERR: Slot %d, WCS controller in error state (0x%x), resetting
```

**Explanation** The processor in the slot identified in the error message reported a writable control store (WCS) controller error. The processor will be reset and new microcode loaded. This error message appears only when microcode is downloaded.

**Recommended Action** Reset the processor and load new microcode. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.



**Error Message**

%DBUS-3-WCSFLOW: Slot %d, flow cntrl error loading WCS, last data 0x%x pos %d

**Explanation** A processor indicated an error condition while downloading microcode. The status, cmd/data, and pos numbers shown in the message reflect the error condition, the last byte of microcode loaded, and the position in the file, respectively. If this error appears, the microcode download is aborted and the ROM microcode is loaded.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DBUS-3-WCSLDERR: Slot %d, error loading WCS, status 0x%x cmd/data 0x%x pos %d

**Explanation** A processor indicated an error condition while downloading microcode. The status, cmd/data, and pos numbers shown in the message reflect the error condition, the last byte of microcode loaded, and the position in the file, respectively. If this error appears, the microcode download is aborted and the ROM microcode is loaded.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DBUS-3-WCSPARERR: Slot %d, WCS Controller Parity Error

**Explanation** A processor reported a WCS parity error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Replace the processor or download microcode. If this message recurs, call your Cisco technical support representative for assistance.

**Error Message**

%DBUS-3-WEDGED: Line card in slot [dec] is wedged

**Explanation** The line card in the specified slot needs to be restarted. Automatic recovery is scheduled for this line card in time.

**Recommended Action** If the line card does not recover after it is automatically reset, If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DBUS-3-XILINX: ready wait timeout, slot %u

**Explanation** The field-programmable gate arrays on an interface processor failed to load after being reset. This indicates a probable software or hardware problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DCU-1-INITFAIL: Unit %d, initialization timeout failure, csr%d=0x%04x

**Error Message**

%DCU-1-NODCUPORTS: The maximum number of DCU ports (%d) is exceeded

**Explanation** System detected too many DCU ports.

**Recommended Action** Check the configuration.

**Error Message**

%DCU-1-NOMEMORY: No memory available for %s %d

**Explanation** Memory exhaustion has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

```
%DCU-3-BADUNIT: Bad unit number %d
```

**Error Message**

```
%DCU-3-DCU_RESET: %s: DCU keep-alive failure, card reset
```

**Error Message**

```
%DCU-3-SPURIDON: Unit %d, spurious IDON interrupt, csr%d=0x%04x
```

## DEBUGGER Messages

**Error Message**

```
%DEBUGGER-0-CCHAIN: [chars]
```

**Explanation** This message shows a line from the call chain and is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DEBUGGER-0-CIP_HWVINFO: SNr. [dec] HWRev. [int].[int] EPROM [int].[int] VPLD [int].[int]
```

**Explanation** This message contains hardware version information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table

- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DEBUGGER-0-CIP_SWVINFO: [chars] [dec].[dec] [chars]
```

**Explanation** This message contains software version information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DEBUGGER-0-FATAL_ERROR: Fatal error (code=[dec])
```

**Explanation** This message contains software version information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-INVALID\_ADDR: address [hex] is invalid

**Explanation** An invalid address has been detected while trying to perform a stack dump. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-LCORE\_DATA: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** This message displays data from the low core area of the CIP. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-LCORE\_START: Dump of lowcore

**Explanation** This message begins a dump of the CIP low core memory. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-RESTART: Restart due to breakpoint

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-STACK1: [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions

- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DEBUGGER-0-STACK2: [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DEBUGGER-0-STACK3: [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory

- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-STACK4: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This message indicates a line of stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

**Explanation** This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-STACK\_DATA1: [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

**Explanation** This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table



- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

%DEBUGGER-0-STACK\_DATA2: [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

%DEBUGGER-0-STACK\_DATA3: [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory

- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DEBUGGER-0-STACK\_DATA4: [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DEBUGGER-0-STACK\_DATA5: [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-STACK\_DATA6: [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-STACK\_DATA7: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-STACK\_DATA8: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions

- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DEBUGGER-0-STACK_DUMP0: [chars], base=[hex], stack_size=[hex]
```

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory.
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DEBUGGER-0-STACK_DUMP1: sp=[hex], pc=[hex], ra=[hex]
```

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory

- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

`%DEBUGGER-0-STACK_OVERFLOW: overflow condition detected for this task: [chars]`

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

`%DEBUGGER-0-STACK_START: Stack addr: [hex]`

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-TRACE\_ADDR: Table:[hex] Next:[hex] First:[hex] Last:[hex] Full:[hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-TRACE\_DATA: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DEBUGGER-0-TRACE\_START: Dump of trace table

**Explanation** A fatal internal CIP error has occurred. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions

- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1KB of the stack of the currently active task

**Recommended Action** To capture all these error messages, ensure that you have set the logging buffered command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DEBUGGER-3-CONSOLE_IP: Invalid IP console registry identifier [dec]
```

**Explanation** During initialization, each application that uses an IP address registers a routine to be used by the console dcb command to fetch the IP address. The identifier associated with a routine was not within a valid range. This is a fatal error. The CIP has been restarted.

**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

```
%DEBUGGER-3-CONSOLE_TX: Invalid TX buffer console registry identifier [dec]
```

**Explanation** During initialization, each application that uses global transmit buffers registers a routine to be used by the console dcb command to fetch the buffer counts. The identifier associated with a routine was not within a valid range. This is a fatal error. The CIP has been restarted.

**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.

## DEC21140 Messages

#### Error Message

```
%DEC21140-1-DISCOVER: Only found %d interfaces on bay %d, shutting down bay
```

**Explanation** The number of interfaces found was not what was expected. This possibly indicates a hardware failure.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%DEC21140-1-INITFAIL: %s timed out, csr5=%#x
```

**Error Message**

```
%DEC21140-2-NOISL: Interface %s does not support ISL
```

**Explanation** ISL is not supported on the specified interface's hardware.

**Recommended Action** No action is required.

**Error Message**

```
%DEC21140-3-DEFER: [chars] transmit error
```

**Explanation** A defer event occurs when the transmitter cannot immediately send a packet due to the medium being busy. The medium is busy either because another device is transmitting, or the Inter-Packet Gap timer has not expired.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

```
%DEC21140-3-DUPLEX_SPEED: %s doesn't support the configured duplex and speed combination
```

**Explanation** The Fast Ethernet port was configured for a duplex/speed combination that this particular hardware doesn't support.

**Recommended Action** Specify a different speed and duplex combination. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.



**Error Message**

```
%DEC21140-3-ERRINT: %s csr0=%#x, csr5=%#x
```

**Error Message**

```
%DEC21140-3-NOTDEC21140: Bay %d device ID seen as %#x, expected %#x
```

**Explanation** The Fast Ethernet driver failed to initialize.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DEC21140-3-OWNERR: %s packet buffer, pak=0x%x

**Error Message**

%DEC21140-3-RXFIFO: %s overflow error

**Error Message**

%DEC21140-3-UNDERFLO: %s transmit error

**Error Message**

%DEC21140-5-COLL: %s excessive collisions

**Error Message**

%DEC21140-5-JABBER: %s transmit timed out

**Error Message**

%DEC21140-5-LATECOLL: %s transmit error

**Error Message**

%DEC21140-5-LOSTCARR: %s cable/transceiver problem?

**Error Message**

%DEC21140-5-NOCARR: %s cable/connector problem?

**Explanation** The Fast Ethernet port did not find a carrier when preparing to transmit a packet, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

**Recommended Action** Check your Fast Ethernet wiring and port adapter. If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DEC21140-5-REMOVE_HWADDR_FAIL: Interface %s failed to remove Addr:=%e from HWAF
```

**Explanation** Removal of hardware address from HWAF failed. We encountered failure because search in the HWAF table failed, for the requested address. Failure should not occur, when interface is not operating in promiscuous mode.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%DEC21140-5-WATCHDOG: Enormous packet received on %s
```

## DEV\_SELENE Messages

**Error Message**

```
%DEV_SELENE-3-DEV_INIT_FAILURE: Selene [dec] initialization failed.
```

**Explanation** The initialization of Selene FPGA device on this line card failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

```
%DEV_SELENE-3-EFIFO_ECC: Selene [dec] Egress [dec] Burst FIFO Read ECC error
```

**Explanation** A FIFO ECC error condition was detected in a FPGA device on the line card. This may be caused by a hardware malfunction

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

#### Error Message

```
%DEV_SELENE-3-FIFO_ECC: Selene [dec] Ingress [dec] [chars] Priority FIFO Read ECC Error
```

**Explanation** An ECC Error was detected while reading from a queue in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

#### Error Message

```
%DEV_SELENE-3-FIFO_FULL: Selene [dec] Ingress [dec] [chars] Priority FIFO Full
```

**Explanation** An ingress packet queue full condition was detected in a FPGA device on the line card. This may be caused by a flow-control misconfiguration due to incorrect software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

#### Error Message

```
%DEV_SELENE-3-FIFO_SEQ: Selene [dec] Egress [dec] Burst FIFO Read Sequence error
```

**Explanation** A FIFO sequence error condition was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

#### Error Message

%DEV\_SELENE-3-INV\_POE: Selene [dec] Egress [dec] Invalid POE error, [hex]

**Explanation** An invalid Port of Exit error condition was detected in a FPGA device on the line card. This may be caused by incorrect software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

#### Error Message

%DEV\_SELENE-3-INV\_VLAN: Selene [dec] Egress [dec] Invalid Vlan error

**Explanation** An invalid VLAN error condition was detected in a FPGA device on the line card. This may be caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

#### Error Message

%DEV\_SELENE-3-MRX\_CRC: Selene [dec] Metropolis Rx [dec] Packet CRC Error

**Explanation** A packet checksum error was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-MRX\_FCS: Selene [dec] Metropolis Rx [dec] Packet Header Checksum Error

**Explanation** A packet header checksum error was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-MRX\_GNT: Selene [dec] Metropolis Rx [dec] Giant Packet Error

**Explanation** A giant frame was received in a FPGA device on the line card. This may be due to incorrect software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

**Error Message**

%DEV\_SELENE-3-MRX\_LEN: Selene [dec] Metropolis Rx [dec] Packet Length Mismatch

**Explanation** An incorrect length was detected for packet received in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

```
%DEV_SELENE-3-MRX_MIN: Selene [dec] Metropolis Rx [dec] Minimum Packet Length  
Error
```

**Explanation** A frame smaller than the minimum size was received in a FPGA device on the line card. This may be due to incorrect software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

**Error Message**

```
%DEV_SELENE-3-MRX_SEQ: Selene [dec] Metropolis Rx [dec] Sequence Error
```

**Explanation** A sequence error was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

```
%DEV_SELENE-3-SRAM_ECC: Selene [dec] SRAM [chars] [chars] ECC error, error status:  
[hex]
```

**Explanation** An ECC error was detected in SRAM memory in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-XAUI\_CODE: Selene [dec] XAUI [dec] Coding Error

**Explanation** A XAUI lane coding error was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-XAUI\_CRC: Selene [dec] XAUI [dec] Checksum Error

**Explanation** A XAUI interface checksum error was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-XAUI\_FRM: Selene [dec] XAUI [dec] Framing error

**Explanation** XAUI interface framing error was detected on a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.



**Error Message**

%DEV\_SELENE-3-XAUI\_GNT: Selene [dec] XAUI [dec] Giant Frame Error

**Explanation** A giant frame was detected in a FPGA device on the line card. This may be due to incorrect software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

**Error Message**

%DEV\_SELENE-3-XAUI\_LEN: Selene [dec] XAUI [dec] Packet Length Error

**Explanation** A packet with bad length value was detected in a FPGA device on the line card. This may be caused by incorrect Network Processor software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

**Error Message**

%DEV\_SELENE-3-XAUI\_MIN: Selene [dec] XAUI [dec] Min Packet Size Error

**Explanation** A frame smaller than the minimum allowed size was detected in a FPGA device on the line card. This may be due to incorrect software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

**Error Message**

%DEV\_SELENE-3-XAUI\_RX\_RDY: Selene [dec] XAUI [dec] Rx Rdy changed state

**Explanation** XAUI interface on a FPGA device on the line card changed receive ready state. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-XAUI\_SEQ: Selene [dec] XAUI [dec] Sequence Error

**Explanation** A XAUI interface sequence error was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-XAUI\_TX\_ECC: Selene [dec] XAUI [dec] Tx FIFO ECC error

**Explanation** A FIFO queue ECC error was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-XAUI\_TX\_FULL: Selene [dec] XAUI [dec] Tx FIFO Full

**Explanation** A FIFO queue full condition was detected in a FPGA device on the line card. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced.

**Error Message**

%DEV\_SELENE-3-XAUI\_TX\_RDY: Selene [dec] XAUI [dec] Tx Rdy changed state

**Explanation** XAUI interface on a FPGA device on the line card changed transmit ready state. This may be caused by a hardware malfunction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. If the problem persists, hardware may need to be replaced. DFCWLC Messages

**Error Message**

%DEV\_SELENE-5-FC\_CS: Selene [dec] Channel [int] Egress Flow-control Status change

**Explanation** A flow-control status change was detected between a FPGA device and a Network Processor on the line card.

**Recommended Action** No action is required.

# DFC Messages

## Error Message

%DFC-1-DFC\_BAD\_DFC\_TYPE: DFC in slot %d has incorrect board id of %d

**Explanation** A DFC board should have a correct board ID. Have the board cookie programmed correctly, or try a new board.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

%DFC-1-DFC\_OLD\_HW\_REV: DFC in slot %d has old hw rev %d.%d when should be %d.%d

**Explanation** A DFC board should have the latest revision. If the hw revision is not the latest, then board needs to be updated to the printed out version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFC-1-DFC\_OLD\_TULUM\_VERSION: DFC in slot %d has old Tulum version %d when should be %d

**Explanation** A DFC board should have the latest Tulum Version. If the Tulum version is not the latest, then board needs to be updated appropriately.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## DFCWLC Messages

**Error Message**

%DFCWLC-2-DEVCMGR\_ASIC\_INIT\_FAILED: DFC WAN Line Card ASIC Initialization failed at stage-asic\_init[dec]  
**Explanation** The DFC WAN line card has received an error when attempting to initialize the ASICs that make up the forwarding hardware. A hardware problem has prevented the target line card from initializing fully. This will result in packets not being forwarded.

**Recommended Action** Attempt to reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-2-DEVCMGR\_ASIC\_INIT\_FAILED: DFC WAN line card ASIC Initialization failed at stage-asic\_init[dec]

**Explanation** The DFC WAN line card received an error during initialization when attempting to initialize the ASICs that make up 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-2-DEVMGR\_PROC\_CREATE\_FAILED: DFC WAN Line Card Initialization failed to create a required IOS process[dec] **Explanation** The DFC WAN line card has received an error during initialization when attempting to create the ASIC stage2 init process. A potential memory or other software resource problem has prevented the DFC WAN line card from fully initializing. This will result in packets not being forwarded.

**Recommended Action** Attempt to reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-2-DEVMGR\_PROC\_CREATE\_FAILED: DFC WAN line card Initialization failed to create a required IOS process[dec]

**Explanation** The DFC WAN line card received an error during initialization when attempting to create the ASIC stage2 init process. A potential memory or other software resource problem has prevented the DFC WAN 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-2-INITFAIL: DFC WAN Line Card Initialization Failed - [chars]: [chars] [dec] [dec] **Explanation** The DFC WAN line card could not initialize the memory that is needed for the feature specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-2-INITFAIL: DFC WAN line card Initialization Failed - [chars]: [chars]
[dec] [dec]
```

**Explanation** The DFC WAN line card could not initialize the memory that is needed for the feature specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-2-NULL_OBJECT: Missing device object ([chars]) for pending interrupt
```

**Explanation** A hardware device has asserted an interrupt to report an event, but there is no device object for this device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-2-NULL_OBJECT: Missing device object ([chars]) for pending interrupt
```

**Explanation** A hardware device asserted an interrupt to report an event, but there is no device object for this device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-2-NULL\_SPA\_BAY\_OBJECT: SPA Bay [dec] is missing  
**Explanation** The SPA bay object is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-2-NULL\_SPA\_BAY\_OBJECT: SPA Bay [dec] is missing

**Explanation** Missing SPA Bay object.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-2-PE\_BUS\_UNRECOVERABLE\_INT: Packet Engine Unrecoverable Bus Interrupt: [chars] = [hex]  
**Explanation** A packet engine unrecoverable bus interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-2-PE\_BUS\_UNRECOVERABLE\_INT: Packet Engine Unrecoverable Bus Interrupt: [chars] = [hex]

**Explanation** A Packet Engine Unrecoverable Bus interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit



<http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DFCWLC-2-QUPDATE: DFC WAN Line Card Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex] **Explanation** The DFC WAN line card has received an error on the specified hardware queue while attempting to perform the action specified in the message.

**Recommended Action** A hardware problem has prevented system queues from being updated on the target line card. This could result in packets not being forwarded. Attempt to reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DFCWLC-2-QUPDATE: DFC WAN line card Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The DFC WAN line card received an error on the specified hardware queue when attempting the specified action.

**Recommended Action** A hardware problem has prevented System Queues from being updated on the target line card. This could result in packets not being forwarded. Try reloading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DFCWLC-2-UNRECOVERABLE\_FAILURE: DFC WAN Line Card Unrecoverable Failure for Device: [chars] **Explanation** An unexpected fatal condition has occurred on the DFC WAN line card. The previous message received on the console or in the system log should provide more information about 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

#### Error Message

%DFCWLC-2-UNRECOVERABLE\_FAILURE: DFC WAN line card Unrecoverable Failure for Device: [chars]

**Explanation** An unexpected fatal condition has occurred on the DFC WAN 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DFCWLC-3-DIAGWARNING: Baseboard DIP switch #2 setting is incorrect...!

**Explanation** DIP switch number 2 needs to be set properly.

**Recommended Action** Ensure switch #2 is positioned toward edge of the board.

#### Error Message

%DFCWLC-3-GEN\_DEV\_ERR: [chars] unexpected error: [chars]**Explanation** The software driver for the specified DFC WAN line card device has detected the specified unexpected condition.

**Recommended Action** Attempt to reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-GEN\_DEV\_ERR: [chars] unexpected error: [chars]

**Explanation** The software driver for the specified DFC WAN line card device has detected the specified unexpected condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-IO\_BUS\_ERR\_INT: IO Bus Error Interrupt: [hex] - Deadman Timer = [hex]  
Trans Status = [hex] Last Address = [hex] Last Data = [hex] **Explanation** An IO bus error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-IO\_BUS\_ERR\_INT: IO Bus Error Interrupt: [hex] - Deadman Timer = [hex]  
Trans Status = [hex] Last Address = [hex] Last Data = [hex]

**Explanation** An IO Bus Error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-NMI: NMI Reset Status = [hex] **Explanation** A nonmaskable interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DFCWLC-3-NMI: NMI Reset Status = [hex]

**Explanation** Non-Maskable Interrupt occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DFCWLC-3-NOMEM: [chars] **Explanation** The DFC WAN line card has not obtained the statistics because of memory exhaustion.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DFCWLC-3-NOMEM: [chars]

**Explanation** The DFC WAN line card could not obtain statistics due to memory exhaustion.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-NO\_STATID: PXF([dec]): no stat\_id is available for statistics collection

**Explanation** The DFC WAN line card has used up all statistics collection resources. No more resources available for further statistics collection.

**Recommended Action** Reduce number of features configured on this PXF. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-NO\_STAT\_PROCESS: Failed to create statistics process

**Explanation** The DFC WAN line card has failed to create a statistics process. This failure causes the statistics counters to be zero.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-NO\_STAT\_PROCESS: Failed to create statistics process

**Explanation** The DFC WAN line card failed to create a statistics process and thus all statistics counters will be zero.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-PE\_BUS\_ERR\_INT: Packet Engine Bus Error Interrupt: [chars]**Explanation** A packet engine bus error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-PE\_BUS\_ERR\_INT: Packet Engine Bus Error Interrupt: [chars]

**Explanation** A Packet Engine Bus Error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-PE\_SPA\_BUS\_ERR\_INT: SPA Bus Error Interrupt: SPA Bus Error Status ([hex]) = [hex], SPA Bus Trans Status ([hex]) = [hex], SPA Bus Last Data ([hex]) = [hex]**Explanation** An SPA bus error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-3-PE_SPA_BUS_ERR_INT: SPA Bus Error Interrupt: SPA Bus Error Status  
([hex]) = [hex], SPA Bus Trans Status ([hex]) = [hex], SPA Bus Last Data ([hex])  
= [hex]
```

**Explanation** A SPA Bus Error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-3-PE_UNEXPECTED_INT: Unexpected Packet Engine Interrupt: [chars]
```

**Explanation** An unexpected packet engine interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-3-PE_UNEXPECTED_INT: Unexpected Packet Engine Interrupt: [chars]
```

**Explanation** An unexpected Packet Engine interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-PXF\_POLICERS\_EXCEED\_MAX: Unable to allocate a 2r3c policer.

**Explanation** This PXF complex has no more 2r3c policers available to configure.

**Recommended Action** Enter the **show run** command and examine the service instances configured on the ES20G line card to see which have input service policies applied. On the line card console, a **show pla ha pxf # policer info** command can be entered to see the number of 2r3c policers in use.

**Error Message**

%DFCWLC-3-STATID\_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped. **Explanation** The WAN line card has received inconsistent statistics from the Parallel eXpress Forwarding (PXF) processor. The PXF processor reported that one or more packets have been dropped, but the corresponding packet count has not been reported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-STATID\_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.

**Explanation** WAN line card has received inconsistent statistics from PXF. PXF reported that one or more packets have been dropped, but no corresponding packet count was reported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-UNEXPECTED\_GLOBAL\_INT: Unexpected Global Interrupt: [chars]

**Explanation** An unexpected Global Interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case



with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-UNEXPECTED\_GLOBAL\_INT: Unexpected Global Interrupt: [chars]

**Explanation** An unexpected Global Interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-3-UNSUPPORTED\_LABEL\_RANGE: The maximum label range configured for this system exceeds the [int] limit supported by the DFC WAN line card.

**Explanation** The MPLS label range configured for this system is not supported. The maximum label range limit is specified in the message.

**Recommended Action** Change the maximum MPLS label range by entering the mpls label range command. DFCWLC\_QOS Messages

**Recommended Action** The following are DFC WAN line card QoS messages.

**Error Message**

%DFCWLC-4-INVALID\_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int] **Explanation** The DFC WAN line card has encountered an internal error when setting up the statistics report subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-4-INVALID_STATID: PXF :Invalid-Statid ([dec]) for vc [int] under  
interface [int]
```

**Explanation** The DFC WAN line card has encountered an internal error while setting up the statistics report subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-4-MR_CFG_ALL_PORTS: CFM configuration is global to the DFC WAN Line Card  
and applies to all the interfaces on the line card.
```

**Explanation** An SCP message to configure match register functionality on the specified port applies to all the ports on the DFC WAN line card. This condition occurs because match register configurations are done on the parsing engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-4-MR_CFG_ALL_PORTS: CFM configuration is global to the DFC WAN line card  
and applies to all the interfaces on the line card.
```

**Explanation** An SCP message to configure match register functionality on the specified port will apply to all ports on the DFC WAN line card as match register configurations are done on the Parsing Engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-4-PROTOCOL\_TUNNEL\_MISMATCH: An attempt to configure L2 protocol tunnelling differently on two or more ports on this linecard detected.

**Explanation** Protocol tunnelling for this linecard is a global setting, and not configurable on a per-port basis. Interface commands such as **no protocol-tunnel** and **protocol tunnel** set this.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-4-PXF\_IRAM\_PARITY\_ERROR: Correcting a PXF instruction error.

**Explanation** This Parallel eXpress Forwarding (PXF) error has occurred, indicating the detection and correction of a typically rare event. A persistent error may indicate a faulty hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC-4-PXF\_IRAM\_PARITY\_ERROR: Correcting a PXF instruction error.

**Explanation** This PXF error was a detection and correction of a typically rare event. If the error is persistent, it might indicate faulty hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-6-NULLQID: PXF([dec]):Null-QID ([chars]) [int] packets dropped.
```

**Explanation** The DFC WAN line card has encountered an invalid queue. The packet has been dropped. The packet will be counted in the null queue statistics. The packet traffic should continue normally.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC-6-NULLQID: PXF([dec]):Null-QID ([chars]) [int] packets dropped.
```

**Explanation** The DFC WAN line card has encountered an invalid queue. The packet has been dropped. The packet will be counted in the null queue statistics. Packet traffic should continue normally.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFCWLC_QOS-2-INITFAIL: DFC WAN Line Card Initialization Failed [chars]: [chars]
[dec] [dec]
```

**Explanation** The DFC WAN line card could not initialize the memory that is needed for the Quality of Service (QoS) feature.

**Recommended Action** A hardware problem has occurred on the target line-card which will prevent the QoS feature from functioning. If QoS is a desired feature, then try reloading the linecard. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

%DFCWLC\_QOS-2-INITFAIL: DFC WAN line card Initialization Failed [chars]: [chars] [dec] [dec]

**Explanation** DFC WAN line card could not initialize the memory that is needed for the QoS feature.

**Recommended Action** A hardware problem has occurred on the target line card which will prevent the QoS feature from functioning. If QoS is a desired feature, then try reloading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC\_QOS-2-NOMEM: Memory Allocation Failure - [chars]: [chars] [dec] [dec]

**Explanation** The DFC WAN line card could not allocate the memory that is required for the Quality of Service (QoS) feature. This condition indicates that more memory must be installed on the affected line card or platform to service all features and related entries that are enabled in the configuration.

**Recommended Action** Check available memory and install more if necessary. If sufficient memory is available, reload the Cisco IOS software image on the affected line card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

%DFCWLC\_QOS-2-NOMEM: Memory Allocation Failure - [chars]: [chars] [dec] [dec]

**Explanation** DFC WAN line card could not allocate the memory that is required for the QoS feature. This condition might indicate that more memory must be installed on the affected line card or platform to service all features and related entries that are enabled in the configuration.

**Recommended Action** Check available memory and install more if necessary. If sufficient memory is available, reload the Cisco IOS image on the affected line card or platform. If this message 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DFCWLC_QOS-3-BRR_PARENTCIR_LESS_THAN_CHILD_GUARANTEE_CIR: Parent(QID:[dec]) CIR Share [int] is less than the requested CIR in child [int]
```

**Explanation** The CIR share is less than the requested CIR in the child.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <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

```
%DFCWLC_QOS-3-CLASSIFYUPDATE: DFC WAN Line Card Update QoS Classify Hardware Failed - [chars]: [chars] [dec] Cause: [hex]
```

**Explanation** The DFC WAN line card received an error on the specified hardware classify entry when attempting the action in the message.

**Recommended Action** If the error occurs during allocation of any of the Default Classify Entries, attempt to reload the line card the traffic cannot be forwarded out on this line card. If the error occurs in all other cases, remove the Quality of Service (QoS) action just performed at the user interface, wait a period of time, then reapply the service policy. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

#### Error Message

```
%DFCWLC_QOS-3-CLASSIFYUPDATE: DFC WAN line card Update QoS Classify Hardware Failed - [chars]: [chars] [dec] Cause: [hex]
```

**Explanation** DFC WAN line card received an error on the specified hardware classify entry when attempting the specified action.

**Recommended Action** If the error occurs on allocating any of the Default Classify Entries, then try to reload the line card since traffic cannot be forwarded out of this line card. If the error occurs in all other cases, remove the QoS action just performed at the user interface, wait a period of time, then re-apply the service-policy. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities

provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DFCWLC\_QOS-3-EXCEEDEXCESSQRATE: DFC WAN Line Card Exceeded system maximum excess queue rates - [chars]: [chars] [dec] Cause: [hex] **Explanation** The DFC WAN line card has received an error on the specified hardware queue when attempting the specified action. This may be the result of configuring a Quality of Service (QoS) action.

**Recommended Action** The sum of excess bandwidth for all queues allocated has exceeded the system limit of 360 gigabytes. Remove the service policy that failed and try applying the shape command to each of the classes if they are not already configured. Then reapply the service-policy. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

#### Error Message

%DFCWLC\_QOS-3-EXCEEDEXCESSQRATE: DFC WAN line card Exceeded system maximum excess queue rates - [chars]: [chars] [dec] Cause: [hex]

**Explanation** DFC WAN line card received an error on the specified hardware queue when attempting the specified action. This might be the result of configuring a QoS action.

**Recommended Action** The sum of excess bandwidth for all queues allocated has exceeded the system limit of 360 GIG. Remove the service-policy that failed and try applying the shape command to each of the classes if not already configured. Then re-apply the service-policy. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC\_QOS-3-EXCEEDGUARTQRATE: DFC WAN Line Card Exceeded Guaranteed Rates on interface if\_number: [dec] service instance: [dec] - [chars]: [chars] [dec] Cause: [chars] ([hex]) **Explanation** The DFC WAN line card has received an error on the specified hardware queue when attempting the specified action. This may be the result of configuring a Quality of Service (QoS) action.

**Recommended Action** The sum of all queue guaranteed rates has exceeded the maximum configurable limit for the interface the queues are applied, a condition that can result when the priority command is configured without the police command. The user must add police command to limit the rate to the priority queue. If this is not the case, the user can try removing the service-policy and reapplying it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

%DFCWLC\_QOS-3-EXCEEDGUARTQRATE: DFC WAN line card Exceeded Guaranteed Rates on interface - [chars]: [chars] [dec] Cause: [hex]

**Explanation** DFC WAN line card received an error on the specified hardware queue when attempting the specified action. This might be the result of configuring a QoS action.

**Recommended Action** The sum of all queue guaranteed rates has exceeded the maximum configurable for the interface on which the queues are applied. A condition which can cause this is when the priority command is configured without the police command. You must add police command to limit the rate to priority queue. If this is not the case, you can try removing the service-policy and reapplying it. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC\_QOS-3-INSUFFDFLTBW: DFC WAN Line Card Insufficient bandwidth for default processing: port [dec] queue id [dec] Cause: [hex] **Explanation** The DFC WAN line card reserves 1 percent of the port's bandwidth for router control packets. When a service policy is applied, this bandwidth is first deducted from the Quality of Service (QoS) class-default queue. If there is not sufficient bandwidth in class-default and the sum of queue guaranteed bandwidth



exceeds the link rate, this message is generated instead of the error EXCEEDGUARTQRATE. You should first determine if any bandwidth is available for the class-default so space is made available for the port's queue to handle control packets.

**Recommended Action** Reduce the amount of bandwidth configured on the user-defined classes so more bandwidth is available for the class class-default. If necessary, explicitly configure bandwidth for the class-default using the bandwidth command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

### Error Message

```
%DFCWLC_QOS-3-INSUFFDFLTBW: DFC WAN line card Insufficient bandwidth for default processing: port [dec] queue id [dec] Cause: [hex]
```

**Explanation** DFC WAN line card reserves 1% of the port's bandwidth for router control packets. When a service-policy is applied, this bandwidth is first deducted from the QoS class-default queue. If there is not sufficient bandwidth in class-default and the sum of queue guaranteed bandwidth exceeds the link rate, this message is generated instead of the error EXCEEDGUARTQRATE. You should first determine if there is any bandwidth left available for class-default so space is made available for the port's queue to handle control packets.

**Recommended Action** Reduce the amount of bandwidth configured on user-defined classes so more bandwidth is available for class class-default. If necessary, explicitly configure bandwidth for class-default by entering the bandwidth command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

```
%DFCWLC_QOS-3-NORESOURCE: DFC WAN line card Out of Resources- [chars]: [chars] [dec] Cause: [hex]
```

**Explanation** The specified resource has been depleted from the DFC WAN line card.

**Recommended Action** Change the DFC WAN line card configuration to conserve on the use of the specified resource.

**Error Message**

%DFCWLC\_QOS-3-NOTFOUND: DFC WAN Line Card Software Element Not Found - [chars]: [chars] [dec] **Explanation** The DFC WAN line card client could not locate a required software element.

**Recommended Action** Reload the Cisco IOS software image on the affected line card or platform. If the message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

%DFCWLC\_QOS-3-NOTFOUND: DFC WAN line card Software Element Not Found - [chars]: [chars] [dec]

**Explanation** DFC WAN line card client could not locate a required software element.

**Recommended Action** Reload the Cisco IOS image on the affected line card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the show tech-support and show log 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFCWLC\_QOS-3-NOTSUP: DFC WAN line card Feature Not Supported - [chars]: [chars] [chars]

**Explanation** The DFC WAN line card does not support the specified feature.

**Recommended Action** Change the DFC WAN line card configuration so that it does not include the specified feature.

**Error Message**

%DFCWLC\_QOS-3-POLICYMAP\_CANNOT\_BE\_CONFIGURED: Qos Policymap configuration on port:[dec] Failed

**Explanation** Policymap configuration on the indicated port failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

**Error Message**

%DFCWLC\_QOS-3-PORTCHANNELQOS: The aggregate policymap rate has exceeded the link rate on the port channel interface

**Explanation** The DFC WAN line card has received an error on the specified interface attempting the specified action. This may be the result of configuring a Quality of Service (QoS) action.

**Recommended Action** The aggregate guaranteed rate of all Ethernet Virtual Connection (EVC) policies under the port channel has exceeded the link rate of a port on the DFC WAN line card (The link rate is either 1gigabyte (GB) or 10 GB, depending on the card). In order to restore normal traffic and to exit out of this error condition, you must reduce the aggregate guaranteed rate of EVC policies to less than the link rate of a port on the DFC WAN line card. This is either 1GB or 10 GB depending on the card). Then you should enter the shutdown and no shutdown commands for the port channel interface. If this is not the case, try removing the service policies and reapplying them. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

%DFCWLC\_QOS-3-PORTCHANNELQOS: The aggregate policymap rate has exceeded the link rate on the port channel interface

**Explanation** DFC WAN line card received an error on the specified interface attempting the specified action. This might be the result of configuring a QoS action.

**Recommended Action** The aggregate guaranteed rate of all evc policies under the port channel has exceeded the link rate of a port on the DFC WAN line card (The link rate is either 1G or 10G depending on the card). In order to restore normal traffic and to exit out of this error condition, you must reduce the aggregate guaranteed rate of evc policies to less than the link rate of a port on the DFC WAN line card (This is either 1G or 10G depending on the card). Then you should enter the

shut and no shut commands for the port channel interface. If this is not the case, try removing the service-policies and reapplying it. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

%DFCWLC\_QOS-3-QEXCEEDWREDGRP: DFC WAN line card Exceeded WRED limit groups for queue [dec]

**Explanation** DFC WAN line card depleted available resources when configuring WRED on the specified hardware queue. This will be the result of attempting to perform a QoS action configure by the user.

**Recommended Action** For each queue, there is a limited number of unique WRED limits sets which can be configured. The user's configuration action has caused the limits to go beyond the system limit. As a result, WRED is NOT configured on that queue. The configuration below illustrates three unique sets of WRED min/max limits.

**Recommended Action** random-detect random-detect prec 0 1000 2000 1 random-detect prec 1 1000 2000 1 random-detect prec 2 2000 3000 1 random-detect prec 3 2000 3000 1 random-detect prec 4 1000 2000 1 random-detect prec 5 3000 4000 1 random-detect prec 6 2000 3000 1 random-detect prec 7 3000 4000 1

**Recommended Action** Update your configuration so WRED configuration is within the limits and re-apply the service-policy.

### Error Message

%DFCWLC\_QOS-3-QUPDATE: DFC WAN Line Card Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex] **Explanation** The DFC WAN line card has received an error on the specified hardware queue when attempting the specified action. This will be the result of attempting to perform a Quality of Service (QoS) action configured by the user.

**Recommended Action** There are a variety of reasons this may occur. 1.If the user configuration action was to remove a service policy then re-apply it to the same interface, queues may still be draining, which prevents new queues from being allocated. You need to remove the service-policy that failed, wait for a period of time, then reapply the service policy.

**Recommended Action** 2.It is possible that the number of resources may be depleted. You can consolidate your current QoS configuration to free up resources then try reapplying your new configuration.

**Recommended Action** 3.If the error was the result of removing queue hardware, then there is a hardware problem that must be reported. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

### Error Message

```
%DFCWLC_QOS-3-QUPDATE: DFC WAN line card Update Queue Hardware Failed - [chars]:
[chars] [dec] Cause: [hex]
```

**Explanation** DFC WAN line card received an error on the specified hardware queue when attempting the specified action. This will be the result of attempting to perform a QoS action configure by the user.

**Recommended Action** There are a variety of reasons this might occur. 1) If the user configuration action was to remove a service-policy then re-apply a service-policy to the same interface, it is possible that queues are still draining which prevents new queues from being allocated. You need to remove the service-policy that failed, wait for a period of time, then re-apply the service-policy. 2) It is possible that the number of resources has been depleted. You can consolidate your current QoS configuration to free up resources then try re-applying your new configuration. 3) If the error was the result of removing queue hardware, then there is a hardware problem which must be reported. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

```
%DFCWLC_QOS-3-QWREDGTQLIMIT: DFC WAN Line Card WRED maximum threshold of [int]
exceeds calculated
queue-limit of [int] for queue [dec].
```

**Explanation** The Weighted Random Early Detection (WRED) maximum threshold values should be greater than the assigned queue limit. This will be the result of the user attempting to configure WRED or by a change in bandwidth rates, which changes queue-limit values. If this error has occurred, the queue is allocated but WRED is not enabled.

**Recommended Action** Ensure that the queue limits configured do not exceed any of the WRED max\_threshold values. If the queue-limit command is not configured, then configure one that is greater than the WRED max\_threshold values.

**Error Message**

%DFCWLC\_QOS-3-QWREDGTQLIMIT: DFC WAN line card WRED maximum threshold exceeds queue-limit for queue [dec]

**Explanation** The WRED maximum threshold values should be greater than the assigned queue-limit. This will be the result of the user attempting to configure WRED or by changing bandwidth rates which changes queue-limit values. If this error has occurred, the queue is allocated but WRED is not enabled.

**Recommended Action** Ensure that the queue-limits configured does not exceed any of the WRED max\_threshold values. If the queue-limit command is not configured, then configure one which is greater than WRED max\_threshold values.

## DHCP Messages

The following are DHCP server messages.

**Error Message**

%DFCWLC\_QOS-4-CIR\_LESS\_THAN\_128KB: Warning - Queue id [dec] CIR [int]B is less than 128KB - Port num [dec] [chars] [dec]. Only CIR's = 128KB are supported.

**Explanation** The behavior of queues with CIR less than 128KB is unpredictable. This configuration is not supported. Check the configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

**Error Message**

%DFCWLC\_QOS-4-NOTINSHAPE: Warning - Ingress shaping on [chars] not supported on this interface.**Explanation** The ingress shaping on the specified precedences or Differentiated Services Code Point (DSCP) is not supported on this interface because such packets are control data, which go through a separate high priority path.

**Recommended Action** You need not reconfigure the Quality of Service (QoS) policy since the specific match statements are ignored. No action is required.

**Error Message**

%DFCWLC\_QOS-4-NOTINSHAPE: Warning - Ingress shaping on [chars] not supported on this interface.

**Explanation** Ingress shaping on the specified precedences or DSCP is not supported on this interface because such packets are control data, which go through a separate high priority path.

**Recommended Action** You do not need to reconfigure the QOS policy since the specific match statements are ignored. No action is required.

**Error Message**

%DFCWLC\_QOS-4-SUBLINKS\_EXHAUST: The user already approached [int] parent-queues, which is the maximum limit possible to configure for hqos on bay [int] of slot [int]. Hence no free parent-queue for the allocation.

**Explanation** The DFC WAN Line Card received a warning message that the user has approached the maximum parent-queue (sublink) limit which are configured per bay (per blackwater complex). There is no free parent-queue available for the allocation. Any further attempt to allocate might lead to corrupted/invalid state of the queues.

**Recommended Action** Unapply if there are any unwanted or invalid HQoS policy-maps configured, so that the system can free some parent-queues and can make use for any new HQoS policy-maps.

## DFC Messages

**Error Message**

%DFC\_CARRIER-1-CARRIER\_OLD\_HW\_REV: DFC Carrier in slot %d has old hw revision %d.%d when hw revision should be %d.%d.

**Explanation** A DFC carrier card should have the latest revision. If the hw revision is not the latest, then board needs to be updated to the printed out version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFC\_COM-4-CREATE: Supervisor failed to create Distributed Forwarding Card (DFC) communication task

**Explanation** This message indicates that the Supervisor Engine failed to create the Distributed Forwarding Card communication task. A DFC communication task allows supervisor to communicate to the DFC card.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%DFC\_COM-4-MINOR: Card %d received unknown message

**Explanation** This message indicates that the Distributed Forwarding Card (DFC) received an unknown message. [dec] is the card number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFC\_COM-4-NOMEM: Card %d failed to allocate memory

**Explanation** This message indicates that the Supervisor Engine failed to allocate memory for Inter Card Communication (ICC).

**Recommended Action** If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.



**Error Message**

%DFC\_COM-4-UNKNOWNICC: Card %d received an unknown ICC request

**Explanation** This message indicates that the Distributed Forwarding Card (DFC) received and unknown Inter Card Communication (ICC) request. [dec] is the card number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFC\_COM-4-VERSION: Card %d received unknown request

**Explanation** This message indicates that the Distributed Forwarding Card (DFC) received an unknown request. [dec] is the card number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## DFP Messages

**Error Message**

%DFP-4-AGENT\_NOT\_FOUND: %s Service has not been registered with DFP.

**Explanation** No such service registered with DFP subsystem.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-BAD\_LISTEN: Service %s - Listen failed

**Explanation** Listen for DFP Manager failed.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-BAD\_POINTER: %s Application did not set pointer

**Explanation** Application passed invalid pointer to DFP subsystem

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-BAD\_SEND: Manager %i:%u - Send failed

**Explanation** Sending a message to DFP Manager failed

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-BIND\_FAIL: Failure binding port %u to socket for service %s.

**Explanation** Problem with call to socket bind.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-ENQUEUE: Process enqueue failed: %s

**Explanation** An unexpected error occurred while enqueueing a DFP element

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-NO\_PARSE: Manager %i: Service %s - Could not parse message

**Explanation** Could not parse message from DFP Manager

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-NO\_PROCESS\_START: Could not start process for service %s

**Explanation** Could not start DFP Process for service %s

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-NO\_QUEUE\_REQUEST: Could not queue request for %s for service %s

**Explanation** Could not queue request to the DFP process for specific action

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-NUM\_TOO\_LARGE: %s Application sent too many values

**Explanation** Application sent too many values to DFP subsystem

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-PACKET\_TOO\_SMALL: The DFP packet is too small from manager %i service %s.

**Explanation** A DFP packet has been received that is too small.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-READ\_ERR: Manager %i: Service %s - Too many read errors

**Explanation** Too many errors reading message header from DFP Manager

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-REPEAT\_SERVICE\_INIT: Service %s is already intialized, cannot re-initialize

**Explanation** The application has attempted to re-initialize a service

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-SECURITY\_FAIL: %s security information in CASA packet from manager %i service %s.

**Explanation** Security check failed.

**Recommended Action** Make sure all CASA/DFP systems are configured with the same password.

**Error Message**

%DFP-4-SOCK\_ERR: Manager %i: Service %s - Socket\_recv error %d

**Explanation** Socket\_recv error receiving message from DFP Manager

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-STRING\_TOO\_LONG: The string %s exceeds 15 characters - too long for service name.

**Explanation** The user input a service string that exceeds 15 characters

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DFP-4-SUBSYS\_NOT\_UP: Service %s - attempted to register before DFP Subsystem is up.

**Explanation** Problem with order of subsystem initialization.

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFP-4-UKN_CON: Manager %i Service %s - Unknown connection state %u
```

**Explanation** Unknown connection state processing DFP timer

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DFP-4-UNEXPECTED: Unexpected error: [chars]
```

**Explanation** An unexpected error occurred while a DFP operation was being performed.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

**Error Message**

```
%DFP-4-UNK_TYPE: Manager %i: Service %s - Unknown message type %u
```

**Explanation** Message from DFP Manager has unknown type

**Recommended Action** If the messages recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

# DHCP Messages

## Error Message

%DHCP-3-HA\_INIT\_FAIL: Function %s in DHCP client failed to initialize: %s

**Explanation** A high availability related function in the DHCP client failed to initialize properly. If you are using a platform with a redundant processor or box-to-box redundancy, DHCP client settings may fail to be preserved if the main processor fails forcing use of the standby.

**Recommended Action** Please contact the TAC for assistance.

## Error Message

%DHCP-6-ADDRESS\_ASSIGN: Interface %s assigned DHCP address %i, mask %i, hostname %s

**Explanation** The interface has been allocated an address via DHCP

**Recommended Action** This is an informational message. No action is required

## Error Message

%DHCP\_SNOOPING-4-AGENT\_OPERATION\_FAILED: DHCP snooping binding transfer failed. [chars]

**Explanation** This message provides the reason of failure when a database transfer has failed.

**Recommended Action** No action is required.

## Error Message

%DHCP\_SNOOPING-4-AGENT\_OPERATION\_FAILED\_N: DHCP snooping binding transfer failed([dec]). [chars]

**Explanation** This message provides the reason of failure when a database transfer has failed. This log message is rate limited.

**Recommended Action** No action is required.

## Error Message

%DHCP\_SNOOPING-6-AGENT\_OPERATION\_SUCCEEDED: DHCP snooping database [chars] succeeded.

**Explanation** This message indicates that the given binding transfer has succeeded. This message is logged only once after some failure to indicate that the switch has recovered from failures.

**Recommended Action** No action is required.



**Error Message**

%DHCP\_SNOOPING-6-BINDING\_COLLISION: Binding collision. [dec] bindings ignored

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the system has a binding for the given mac address and vlan combination by the time the switch read the ignored binding from the file.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-DHCP\_SNOOPING\_DATABASE\_FLASH\_WARNING: Saving DHCP snooping bindings to [chars] can fill up your device causing the writes of bindings to device, to fail.

**Explanation** Saving DHCP Snooping bindings to a flash file system such as bootflash or slot0 could cause the flash to fill up. Possible consequences include the long delay to regain console, write failures for database config, regular squeeze requirements, and reduced life of flash due to regular squeeze operations, etc.

**Recommended Action** Alternate destination locations for database agent include tftp, ftp, rcp, etc. Please see the help at command line for a complete list of options.

**Error Message**

%DHCP\_SNOOPING-4-DHCP\_SNOOPING\_ERRDISABLE\_WARNING: DHCP Snooping received [dec] DHCP packets on interface [chars]

**Explanation** DHCP Snooping detected a DHCP packet rate limit violation on a particular interface. The interface will be error disabled.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-5-DHCP\_SNOOPING\_FAKE\_INTERFACE: [chars] drop message with mismatched source interface, the binding is not updated, message type: [chars], MAC sa: [enet]

**Explanation** DHCP Snooping discovers some host is trying to act as another host on the network and trying to carry out a DOS attack on that host.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-3-DHCP\_SNOOPING\_INTERNAL\_ERROR: DHCP Snooping internal error, [chars]

**Explanation** A software sanity check failed in the DHCP Snooping process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DHCP\_SNOOPING-5-DHCP\_SNOOPING\_MATCH\_MAC\_FAIL: [chars] drop message because the chaddr doesn't match source mac, message type: [chars], chaddr: [enet], MAC sa: [enet]

**Explanation** DHCP Snooping enables match-source-mac validation and the check is failed. There maybe a malicious host trying to carry out a DOS attack on the DHCP server.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-5-DHCP\_SNOOPING\_NONZERO\_GIADDR: [chars] drop message with non-zero giaddr or option82 value on untrusted port, message type: [chars], MAC sa: [enet]

**Explanation** DHCP Snooping discovers DHCP packet with certain option value not allowed on the untrusted port, some host maybe trying to act as a DHCP relay or server.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-DHCP\_SNOOPING\_PVLAN\_WARNING: DHCP Snooping configuration may not take effect on secondary vlan [dec]. [chars]

**Explanation** If private vlan feature is enabled, DHCP Snooping configuration on primary vlan will automatically propagate to all secondary vlans.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-DHCP\_SNOOPING\_RATE\_LIMIT\_EXCEEDED: The interface [chars] is receiving more than the threshold set

**Explanation** This message indicates that a DHCP packets are coming into cpu at a much higher rate than the specified threshold.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-5-DHCP\_SNOOPING\_UNTRUSTED\_PORT: [chars] drop message on untrusted port, message type: [chars], MAC sa: [enet]

**Explanation** DHCP Snooping discovers certain types of DHCP message not allowed on the untrusted interface, some host maybe trying to act as a DHCP server.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-INTERFACE\_NOT\_VALID: Interface not valid. [dec] bindings ignored.

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the interface indicated by the ignored binding either does not exist in the system or it's a router or dhcp snooping trusted port.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-INVALID\_RELEASE\_OR\_DECLINE\_PKT: The interface [chars] has received a DHCP Release/Decline packet with no existing binding entry for it

**Explanation** This message indicates that a DHCP Release/Decline packet was received with no corresponding binding entry.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-IP\_SOURCE\_BINDING\_NON\_EXISTING\_VLAN\_WARNING: IP source binding is configured on non existing vlan [dec].

**Explanation** IP source binding is configured on a non existing vlan.

**Recommended Action** Please make sure that the L2 VLAN is configured before configuring a DHCP Snooping Binding. If you see this message even though L2 VLAN is configured in the system, please contact Cisco Technical Assistance Center.

**Error Message**

%DHCP\_SNOOPING-4-IP\_SOURCE\_BINDING\_PVLAN\_WARNING: IP source filter may not take effect on secondary vlan [dec] where IP source binding is configured. [chars]

**Explanation** If private vlan feature is enabled, IP source filter on primary vlan will automatically propagate to all secondary vlans.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-LEASE\_EXPIRED: Lease Expired. [dec] bindings ignored.

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because their lease has expired.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-NTP\_NOT\_RUNNING: NTP is not running; reloaded binding lease expiration times are incorrect.

**Explanation** If the DHCP snooping bindings are loaded by the DHCP snooping database agent and NTP is not running, then the calculated lease duration for the bindings will be incorrect.

**Recommended Action** Configure NTP on the switch to provide an accurate time and date for the system clock. Then disable and re-enable DHCP snooping to clear the bindings database.

**Error Message**

%DHCP\_SNOOPING-4-OPTION82\_INSERTION\_FAIL: The interface [chars] is not able to insert opt82 into the packet because of insufficient space in the packet

**Explanation** This message indicates that a DHCP packet was not inserted with opt82 data due to insufficient space in the packet.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-PARSE\_FAILURE: Parsing failed for [dec] bindings.

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because of parsing failures.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-QUEUE\_FULL: Fail to enqueue DHCP packet into processing queue: [chars], the queue is most likely full and packet will be dropped.

**Explanation** This message indicates that DHCP packets are coming into cpu at a much higher rate than DHCP snooping process can handle them. These unhandled DHCP packets will be dropped to prevent system from denial of service attack.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-SSO\_SYNC\_ACK\_ERROR: Error is encountered in processing acknowledgement for DHCP snooping binding sync, [chars]. ack message txn id: [hex]

**Explanation** This message indicates that there is an error in handling of the dhcp snooping binding sync acknowledgement. In most of these cases, the ack message is ignored.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-STANDBY\_AGENT\_OPERATION\_FAILED: DHCP snooping binding transfer failed on the Standby Supervisor. [chars]

**Explanation** This message provides the reason of failure when a database transfer has failed on the Standby Supervisor.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-VLAN\_NOT\_SUPPORTED: Vlan not supported. [dec] bindings ignored.

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the vlan indicated by the ignored binding no longer exists in the system.

**Recommended Action** No action is required.

# DHCPD Messages

## Error Message

%DHCPD-2-(-1): DHCP could not start its [chars] process.

**Explanation** DHCP could not start one of its processes.

**Recommended Action** Add more memory.

## Error Message

%DHCPD-2-HA\_INSUFFICIENT\_BUFFER: DHCP insufficient buffer; information is not synced to Standby.

**Explanation** Reason for failure 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/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

%DHCPD-2-MALLOC\_ERROR: There is inadequate memory for DHCP services.

**Explanation** DHCP could not allocate mandatory data structures.

**Recommended Action** Add more memory.

## Error Message

%DHCPD-2-NO\_PROCESS: DHCP could not start its [chars] process.

**Explanation** DHCP could not start one of its processes.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%DHCPD-2-READ\_DEADLOCK: DHCP has detected a deadlock condition (excessive read failures).

**Explanation** The DHCP server could not read bindings from any database agent. All read attempts have failed. To prevent a possible deadlock, the server has made all pool addresses available for assignment.

**Recommended Action** Verify that all URLs are correct and connectivity exists between the server and all database agents. Check for corrupt database files. All files must contain the \*time\* and \*end\* keywords. Execute the command, show ip dhcp database. If there are aborted file transfers, increase the appropriate timeouts. Restart the DHCP server.

**Error Message**

%DHCPD-2-RECVMSG\_ERROR: Recvmsg failed unexpectedly. DHCP services have been terminated.

**Explanation** Reason for failure is unknown.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%DHCPD-2-SOCKET\_ERROR: DHCP could not open UDP port %u.

**Explanation** DHCP could not open UDP port 67 (bootps).

**Recommended Action** Check if another application is using UDP port 67. If the port is available, add more memory.

**Error Message**

%DHCPD-3-HA\_INIT\_FAIL: Function %s in DHCP server failed to initialize: %s

**Explanation** A high availability related function in the DHCP server failed to initialize properly. If you are using a platform with a redundant processor or box-to-box redundancy, DHCP server data may fail to be preserved if the main processor fails forcing use of the standby.

**Recommended Action** Please contact the TAC for assistance.

**Error Message**

%DHCPD-3-READ\_ERROR: DHCP could not read bindings from %s.

**Explanation** The DHCP server could not read bindings from the specified database agent.

**Recommended Action** Verify that the URL is correct and connectivity exists between the server and database agent. Check for a corrupt database file. The file must contain the \*time\* and \*end\* keywords. Execute the command, show ip dhcp database. If there are aborted file transfers, increase the database transfer timeout.

**Error Message**

%DHCPD-3-WRITE\_ERROR: DHCP could not write bindings to %s.

**Explanation** The DHCP server could not write bindings to the specified database agent.

**Recommended Action** Verify that the URL is correct and connectivity exists between the server and database agent. Execute the command, `show ip dhcp database`. If there are aborted file transfers, increase the database transfer timeout.

**Error Message**

%DHCPD-4-DECLINE\_CONFLICT: DHCP address conflict: client %s declined %I.

**Explanation** The DHCP client has detected an address conflict. Another host is using the specified IP address. After resolving the conflict, execute the command, `clear ip dhcp conflict`.

**Recommended Action** Resolve the misconfiguration. Clear the conflict from the DHCP database.

**Error Message**

%DHCPD-4-HA\_CONFIG\_MISMATCH: DHCP pool %s configuration on Active is not matched on the Standby.

**Explanation** The software has detected a possible DHCP configuration mismatch on the Active and Standby units. Please verify that the configuration on the Standby matches that of the Active.

**Recommended Action** Resolve the misconfiguration.

**Error Message**

%DHCPD-4-PING\_CONFLICT: DHCP address conflict: server pinged %I.

**Explanation** The DHCP server has detected an address conflict. Another host is using the specified IP address. After resolving the conflict, execute the command, `clear ip dhcp conflict`.

**Recommended Action** Resolve the misconfiguration. Clear the conflict from the DHCP database.

**Error Message**

%DHCPD-4-RELAY\_ONLY: DHCP will run as a relay agent only.

**Explanation** DHCP could not start its database process. The server component has been disabled. Only the relay agent is active.

**Recommended Action** Add more memory.



**Error Message**

%DHCPD-6-HIGH\_UTIL: Pool '[chars]' is in high utilization state ([int] addresses used out of [int]). Threshold set at [int]%.

**Explanation** The pool's utilization has exceeded the user configured high watermark.

**Recommended Action** Examine the DHCP pool and determine if the pool needs more IP addresses than currently allocated.

**Error Message**

%DHCPD-6-LOW\_UTIL: Pool '[chars]' is in low utilization state ([int] addresses used out of [int]). Threshold set at [int]%.

**Explanation** The pool's utilization has fallen below the user configured high watermark.

**Recommended Action** Examine the DHCP pool and determine if the pool needs more IP addresses.

## DHCP Messages

**Error Message**

%DHCPV6-3-NULLIDB: Uninitialized interface pointer - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

**Recommended Action** %DHCPV6C-3-NOPACKET: Cannot setup or duplicate a socket packet

**Explanation** Most likely a resource problem within the system.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%DHCPV6C-3-NOPACKET: Cannot setup or duplicate a socket packet

**Explanation** An error most likely related to a resource problem within the system has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%DHCPV6C-3-NOSOCKET: Cannot create DHCPv6 client socket

**Explanation** Most likely no IP enabled on any interface or a resource problem within the system.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%DHCPV6S-3-DBNOTLOADED: Binding database not loaded

**Explanation** Fail to load the DHCPv6 binding 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DHCPV6S-3-DBOPEN: Opening %s: %s

**Explanation** Fail to open a DHCPv6 binding database file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DHCPV6S-3-DBREAD: Reading file: %s

**Explanation** Fail to read a DHCPv6 binding database file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DHCPV6S-3-DBWRITE: Writing file: %s

**Explanation** Fail to write a DHCPv6 binding database file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DHCPV6S-3-NOPACKET: Cannot setup or duplicate a DHCPv6 server socket packet

**Explanation** Most likely a resource problem within the system.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

# DHCP\_SNOOPING\_ISSU Messages

## Error Message

```
%DHCP_SNOOPING_ISSU-2-GET_BUFFER: DHCP Snooping ISSU client failed to get buffer for message. Error: [dec] ([chars])
```

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client has failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs in 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. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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

```
%DHCP_SNOOPING_ISSU-2-INIT: DHCP Snooping ISSU client initialization failed to [chars]. Error: [dec] ([chars])
```

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client could not be initialized. Address the initialization failure so that you can perform the ISSU or In-Service Software Downgrade (ISSD) successfully. If you do not address this failure, there will be downtime during ISSU or ISSD.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DHCP\_SNOOPING\_ISSU-2-SESSION\_NEGO: DHCP Snooping ISSU client encountered unexpected client nego\_done. Error: [dec] ([chars])

**Explanation** An In-Service Software Upgrade (ISSU)-compliant client has transitioned through a series of internal states. The DHCP snooping ISSU client encountered an unexpected **client negotiation done** error. 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. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DHCP\_SNOOPING\_ISSU-2-SEND\_NEGO\_FAILED: DHCP Snooping ISSU client failed to send negotiation message. Error: [dec] ([chars])

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client has 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. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DHCP\_SNOOPING\_ISSU-2-SESSION\_REGISTRY: DHCP Snooping ISSU client failed to register session information. Error: [dec] ([chars])

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client has 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. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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

```
%DHCP_SNOOPING_ISSU-3-INVALID_SESSION: DHCP Snooping ISSU client does not have a valid registered session.
```

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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

```
%DHCP_SNOOPING_ISSU-3-MSG_NOT_OK: DHCP Snooping ISSU client <'\Message Type [dec]'\ is not compatible
```

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client has received an incompatible message from the peer 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DHCP\_SNOOPING\_ISSU-3-MSG\_SIZE: DHCP Snooping ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client has failed to calculate the maximum transmission unit (MTU) for the specified message. The DHCP snooping ISSU client is unable to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DHCP\_SNOOPING\_ISSU-3-SESSION\_UNREGISTRY: DHCP Snooping ISSU client failed to unregister session information. Error: [dec] ([chars])

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client has 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. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DHCP\_SNOOPING\_ISSU-3-TRANSFORM\_FAIL: DHCP Snooping ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])

**Explanation** The DHCP snooping In-Service Software Upgrade (ISSU) client could not transform the specified message type. If the transmit transformation fails, the checkpoint message is not sent to the standby device. If the receive transformation fails, the checkpoint message is not applied on the standby device. In either case, the DHCP snooping 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. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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.

## DCHCP\_SNOOPING Messages

### Error Message

```
%DCHCP_SNOOPING-3-DHCP_SNOOPING_INTERNAL_ERROR: DHCP Snooping internal error, %s
```

**Explanation** A software sanity check failed in the DHCP Snooping process.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### Error Message

```
%DCHCP_SNOOPING-4-AGENT_OPERATION_FAILED: DHCP snooping binding transfer failed.  
%s
```

**Explanation** This message provides the reason of failure when a database transfer has failed.

**Recommended Action** No action is required.

### Error Message

```
%DCHCP_SNOOPING-4-AGENT_OPERATION_FAILED_N: DHCP snooping binding transfer  
failed(%d). %s
```

**Explanation** This message provides the reason of failure when a database transfer has failed. This log message is rate limited.

**Recommended Action** No action is required.



**Error Message**

%DHCP\_SNOOPING-4-DHCP\_SNOOPING\_DATABASE\_FLASH\_WARNING: Saving DHCP snooping bindings to %s can fill up your device causing the writes of bindings to device, to fail.

**Explanation** Saving DHCP Snooping bindings to a flash file system such as bootflash or slot0 could cause the flash to fill up. Possible consequences include the long delay to regain console, write failures for database config, regular squeeze requirements, and reduced life of flash due to regular squeeze operations, etc.

**Recommended Action** Alternate destination locations for database agent include tftp, ftp, rcp, etc. Please see the help at command line for a complete list of options.

**Error Message**

%DHCP\_SNOOPING-4-DHCP\_SNOOPING\_ERRDISABLE\_WARNING: DHCP Snooping received %d DHCP packets on interface %s

**Explanation** DHCP Snooping detected a DHCP packet rate limit violation on a particular interface. The interface will be error disabled.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-DHCP\_SNOOPING\_PVLAN\_WARNING: DHCP Snooping configuration may not take effect on secondary vlan %d. %s

**Explanation** If private vlan feature is enabled, DHCP Snooping configuration on primary vlan will automatically propagate to all secondary vlans.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-DHCP\_SNOOPING\_RATE\_LIMIT\_EXCEEDED: The interface %s is receiving more than the threshold set

**Explanation** This message indicates that a DHCP packets are coming into cpu at a much higher rate than the specified threshold.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-INVALID\_RELEASE\_OR\_DECLINE\_PKT: The interface %s has received a DHCP Release/Decline packet with no existing binding entry for it

**Explanation** This message indicates that a DHCP Release/Decline packet was received with no corresponding binding entry.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-IP\_SOURCE\_BINDING\_NON\_EXISTING\_VLAN\_WARNING: IP source binding is configured on non existing vlan %d.

**Explanation** IP source binding is configured on a non existing vlan.

**Recommended Action** Please make sure that the L2 VLAN is configured before configuring a DHCP Snooping Binding. If you see this message even though L2 VLAN is configured in the system, please contact Cisco Technical Assistance Center.

**Error Message**

%DHCP\_SNOOPING-4-IP\_SOURCE\_BINDING\_PVLAN\_WARNING: IP source filter may not take effect on secondary vlan %d where IP source binding is configured. %s

**Explanation** If private vlan feature is enabled, IP source filter on primary vlan will automatically propagate to all secondary vlans.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-NTP\_NOT\_RUNNING: NTP is not running; reloaded binding lease expiration times are incorrect.

**Explanation** If the DHCP snooping bindings are loaded by the DHCP snooping database agent and NTP is not running, then the calculated lease duration for the bindings will be incorrect.

**Recommended Action** Configure NTP on the switch to provide an accurate time and date for the system clock. Then disable and re-enable DHCP snooping to clear the bindings database.

**Error Message**

%DHCP\_SNOOPING-4-OPTION82\_INSERTION\_FAIL: The interface %s is not able to insert opt82 into the packet because of insufficient space in the packet

**Explanation** This message indicates that a DHCP packet was not inserted with opt82 data due to insufficient space in the packet.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-QUEUE\_FULL: Fail to enqueue DHCP packet into processing queue: %s, the queue is most likely full and packet will be dropped.

**Explanation** This message indicates that DHCP packets are coming into cpu at a much higher rate than DHCP snooping process can handle them. These unhandled DHCP packets will be dropped to prevent system from denial of service attack.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-SSO\_SYNC\_ACK\_ERROR: Error is encountered in processing acknowledgement for DHCP snooping binding sync, %s. ack message txn id: 0x%x

**Explanation** This message indicates that there is an error in handling of the dhcp snooping binding sync acknowledgement. In most of these cases, the ack message is ignored.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-4-STANDBY\_AGENT\_OPERATION\_FAILED: DHCP snooping binding transfer failed on the Standby Supervisor. %s

**Explanation** This message provides the reason of failure when a database transfer has failed on the Standby Supervisor.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-5-DHCP\_SNOOPING\_FAKE\_INTERFACE: %s drop message with mismatched source interface, the binding is not updated, message type: %s, MAC sa: %e

**Explanation** DHCP Snooping discovers some host is trying to act as another host on the network and trying to carry out a DOS attack on that host.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-5-DHCP\_SNOOPING\_MATCH\_MAC\_FAIL: %s drop message because the chaddr doesn't match source mac, message type: %s, chaddr: %e, MAC sa: %e

**Explanation** DHCP Snooping enables match-source-mac validation and the check is failed. There maybe a malicious host trying to carry out a DOS attack on the DHCP server.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-5-DHCP\_SNOOPING\_NONZERO\_GIADDR: %s drop message with non-zero giaddr or option82 value on untrusted port, message type: %s, MAC sa: %e

**Explanation** DHCP Snooping discovers DHCP packet with certain option value not allowed on the untrusted port, some host maybe trying to act as a DHCP relay or server.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-5-DHCP\_SNOOPING\_UNTRUSTED\_PORT: %s drop message on untrusted port, message type: %s, MAC sa: %e

**Explanation** DHCP Snooping discovers certain types of DHCP message not allowed on the untrusted interface, some host maybe trying to act as a DHCP server.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-AGENT\_OPERATION\_SUCCEEDED: DHCP snooping database %s succeeded.

**Explanation** This message indicates that the given binding transfer has succeeded. This message is logged only once after some failure to indicate that the switch has recovered from failures.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-BINDING\_COLLISION: Binding collision. %d bindings ignored

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the system has a binding for the given mac address and vlan combination by the time the switch read the ignored binding from the file.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-INTERFACE\_NOT\_VALID: Interface not valid. %d bindings ignored.

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the interface indicated by the ignored binding either does not exist in the system or it's a router or dhcp snooping trusted port.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-LEASE\_EXPIRED: Lease Expired. %d bindings ignored.

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because their lease has expired.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-PARSE\_FAILURE: Parsing failed for %d bindings.

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because of parsing failures.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING-6-VLAN\_NOT\_SUPPORTED: Vlan not supported. %d bindings ignored.

**Explanation** This message indicates that the given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the vlan indicated by the ignored binding no longer exists in the system.

**Recommended Action** No action is required.

**Error Message**

%DHCP\_SNOOPING\_CAT3550-3-MVR\_INSTALL: Cannot install [chars] ACLs for DHCP Snooping, probably no TCAM space

**Explanation** When DHCP Snooping is enabled, ACLs need to be installed into the TCAM. This will fail if there is insufficient space in the TCAM.

**Recommended Action** Reduce the number of input and/or output PACLs and/or VACLs to make space in the TCAM.

**Error Message**

%DHCP\_SNOOPING\_CAT3550-3-UNEXPECTED\_EVENT: Process received unknown event (major [hex], minor [hex]).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received an event it did not know how to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DHCP\_SNOOPING\_ISSU-2-GET\_BUFFER: DHCP Snooping ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The DHCP Snooping ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show logging and show checkpoint client)

**Error Message**

%DHCP\_SNOOPING\_ISSU-2-INIT: DHCP Snooping ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The DHCP Snooping ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DHCP\_SNOOPING\_ISSU-2-SEND\_NEGO\_FAILED: DHCP Snooping ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The DHCP Snooping ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show logging and show checkpoint client)

#### Error Message

```
%DHCP_SNOOPING_ISSU-2-SESSION_NEGO: DHCP Snooping ISSU client encountered unexpected client nego_done. Error: %d (%s)
```

**Explanation** An ISSU-compliant client transitions through a series of internal states. The DHCP Snooping ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show issu session and show issu negotiated capability )

#### Error Message

```
%DHCP_SNOOPING_ISSU-2-SESSION_REGISTRY: DHCP Snooping ISSU client failed to register session information. Error: %d (%s)
```

**Explanation** The DHCP Snooping ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show issu capability entries and show issu session and show issu negotiated capability )

**Error Message**

%DHCP\_SNOOPING\_ISSU-3-INVALID\_SESSION: DHCP Snooping ISSU client does not have a valid registered session.

**Explanation** The DHCP Snooping ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show issu capability entries and show issu session and show issu negotiated capability )

**Error Message**

%DHCP\_SNOOPING\_ISSU-3-MSG\_NOT\_OK: DHCP Snooping ISSU client 'Message Type %d' is not compatible

**Explanation** The DHCP Snooping 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/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show issu message group and show issu session and show issu negotiated version )

**Error Message**

%DHCP\_SNOOPING\_ISSU-3-MSG\_SIZE: DHCP Snooping ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The DHCP Snooping ISSU client failed to calculate the MTU for the specified message. The DHCP Snooping ISSU client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support



representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show issu message group and show issu session and show issu negotiated version )

**Error Message**

```
%DHCP_SNOOPING_ISSU-3-SESSION_UNREGISTRY: DHCP Snooping ISSU client failed to unregister session information. Error: %d (%s)
```

**Explanation** The DHCP Snooping ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show issu session and show issu negotiated capability )

**Error Message**

```
%DHCP_SNOOPING_ISSU-3-TRANSFORM_FAIL: DHCP Snooping ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)
```

**Explanation** The DHCP Snooping 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 DHCP Snooping state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the commands and your pertinent troubleshooting logs. ( show issu session and show issu negotiated version )

# DIABASE Messages

## Error Message

```
%DIABASE-4-DIA_INVALID_HEADER: Invalid header received from diameter peer  
[IP_address]
```

**Explanation** An invalid header was received from a diameter peer.

**Recommended Action** Enable diameter error debug for more information on the content. Check the diameter peer indicated on the configured options. Save the debug output log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

## Error Message

```
%DIABASE-4-DIA_PEER_DOWN: Diameter peer [IP_address] port [dec] [chars]DOWN
```

**Explanation** The connection to a configured diameter peer is down.

**Recommended Action** Check the connection parameters and whether the server is UP. If the server is UP, check the parameters negotiated in the Capability-Exchange messages.

## Error Message

```
%DIABASE-4-DIA_PEER_UP: Diameter peer [IP_address] port [dec] [chars]UP
```

**Explanation** Connection to a configured diameter peer has been established

**Recommended Action** This is an informational message only. No action is required.

## Error Message

```
%DIABASE-4-DIA_PROTOCOL_ERR: Protocol-Error received from diameter peer [chars]
```

**Explanation** A Protocol-Error message was received from the specified diameter peer. The corresponding diameter request sent to the peer was improperly constructed and the peer was not able to understand the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

## DIAG Messages

The following are Diagnostic log messages.

### Error Message

```
%DIAG-3-ADMIN_DOWN: Test [chars] Failed, [chars] backcard is not present
```

**Explanation** Proper backcard 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

```
%DIAG-3-ALARM_UPDATE: [chars], Testname ([chars]), Type ([chars])
```

**Explanation** Updating the Alarm for the test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

```
%DIAG-3-ALWAYS_ENABLE_TEST: %s: The users are not allow to disable monitoring for Test #%d
```

**Explanation** The specified health monitoring test must be run and cannot be disabled.

**Recommended Action** Nothing. The specific health monitoring test cannot be disabled by design. The system is working properly.

**Error Message**

%DIAG-3-BARIUM: Barium Device not accessible

**Explanation** Barium device access has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-BARIUM\_REG: [chars], expected [hex], actual [hex]

**Explanation** Barium register read has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-CACHE\_CRITICAL\_DOWN: [chars]: [chars]

**Explanation** Critical failure: The cache hardware diagnostic has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-CACHE\_SHUT\_DOWN: [chars]: [chars]

**Explanation** Shutdown failure: The cache hardware diagnostic has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-CAM\_REG: [chars], expected [hex], actual [hex]

**Explanation** CAM register read has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-CARD\_ABSENT: %s is not detected

**Explanation** A line card could not be located in a slot where a diagnostic action was requested.

**Recommended Action** Ensure the targeted line card is properly seated in the specified slot. If the line card is properly seated, ensure the correct slot was indicated in the command-line interface. If the line card is well-seated and the correct slot was specified, copy the error message exactly as it appears on the screen as well as the output of show tech-support and paste the output into a separate file. Contact your technical support representative with the gathered information.

**Error Message**

%DIAG-3-CARD\_REMOVED: [chars] is removed

**Explanation** Online diagnostic tests have detected that a card has been removed from the system.

**Recommended Action** No action is required. This condition indicates proper system operation.

**Error Message**

%DIAG-3-CBC\_REG: [chars], expected [hex], actual [hex]

**Explanation** CBC register read has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pegi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DIAG-3-CLI_ERR: CLI failure [chars]
```

**Explanation** A failure has occurred that may result in missing CLI commands or configuration options.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DIAG-3-CREATE_DIAG_INFO_ERROR: Cannot create diag_info for [chars]
```

**Explanation** An error occurred while the diagnostic information was being created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%DIAG-3-CREATE_PROCESS_FAIL: Create process %s failed
```

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the screen and gather the output of **show tech-support** and any other relevant information. Contact your technical support representative with the gathered information.

**Error Message**

%DIAG-3-DG\_INT\_ERR: [chars]

**Explanation** An internal error has occurred in the Online Diagnostics subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-DG\_PROC\_ERR: Failed to spawn [chars] process

**Explanation** An internal error has occurred while trying to spawn a diagnostic process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-DIAG\_INFO\_NULL: online\_diag\_info is NULL

**Explanation** An error has occurred in the online diagnostic subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DIAG-3-DIAG\_RUNNING: %s: Diagnostic is currently running

**Explanation** A diagnostic test is currently being run on the specified card and additional tests cannot be run until the previously requested tests have been completed.

**Recommended Action** The system is working properly and no user action is required. If you want to run the specified diagnostic test, either wait for the current diagnostic test to finish and then run the test, or stop the current test and run the new test.

**Error Message**

%DIAG-3-DPIO\_REG: [chars], expected [hex], actual [hex]

**Explanation** DPIO Register Read Failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the 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**

%DIAG-3-EEPROM: [chars], expected [hex], actual [hex]

**Explanation** An EEPROM read operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DIAG-3-EEPROM\_SHUT\_DOWN: [chars]

**Explanation** A failure has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying



information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DIAG-3-ENQUEUE_FAIL: %s: process_enqueue() failed
```

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

**Error Message**

```
%DIAG-3-EXCESS_RUN_TIME: Disabling the test ([chars])- run time, [dec] milliseconds, greater than the max. permissible run time [dec] milliseconds
```

**Explanation** The indicated test is disabled because it exceeded its maximum run time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DIAG-3-FIB_REG: [chars], expected [hex], [hex], [hex] and actual [hex], [hex], [hex]
```

**Explanation** A FIB register read has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

**Error Message**

%DIAG-3-FIXED\_INTERVAL\_TEST: %s: The users are not allow to change monitoring interval of Test #%d

**Explanation** The specified health monitoring test interval is not user-configurable and therefore cannot be changed.

**Recommended Action** Nothing. The specific health monitoring interval is not user-configurable by design so nothing can be done to change the interval.

**Error Message**

%DIAG-3-FLASH\_CRITICAL\_DOWN: [chars]: [chars]

**Explanation** A critical failure involving a flash hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-FLASH\_SHUT\_DOWN: [chars]: [chars]

**Explanation** A shutdown failure involving a flash hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-GET\_ARGU\_FAIL: Get argument failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

**Error Message**

```
%DIAG-3-GIGMAC_REG: [chars], expected [hex], actual [hex]
```

**Explanation** A GIGMAC register read has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DIAG-3-INVALID_CARD: Invalid [chars] in [chars]()
```

**Explanation** An invalid condition has been detected in the function specified in the error message.

**Recommended Action** Ensure that the card number is correct. If the card number is correct, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%DIAG-3-INVALID_DEVICE: Invalid device number : %s
```

**Explanation** A diagnostic request is being made on a device that does not exist

**Recommended Action** Ensure that the specified device number (1-based) exists and is valid

**Error Message**

```
%DIAG-3-INVALID_MOD: Invalid Module [dec] in [chars]()
```

**Explanation** An invalid module number has been detected in the function.

**Recommended Action** Ensure that the module number is correct. If the module number is correct, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

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**Error Message**

```
%DIAG-3-INVALID_MONITORING_INTERVAL: %s: The %s[ID=%d] monitoring interval must be at least %lld millisec
```

**Explanation** The specified test monitoring interval is too small.

**Recommended Action** The system is working properly and no user action is required. If you want to specify a smaller testing interval, the error message text provides the lowest possible configurable interval for the specified monitoring interval.

**Error Message**

```
%DIAG-3-INVALID_PORT: Invalid port number : %s
```

**Explanation** A diagnostic request is being made on a port that does not exist.

**Recommended Action** Ensure the specified port number exists and that the correct port number is being specified.

**Error Message**

```
%DIAG-3-INVALID_TEST: Invalid test: %s
```

**Explanation** A test that does not exist was requested.

**Recommended Action** Ensure the specified test is supported by the line card. The list of available tests and their associated test IDs can be retrieved using show diagnostic content.

**Error Message**

```
%DIAG-3-IOFPGA_SHUT_DOWN: [chars]: [chars]
```

**Explanation** A failure involving an IO FPGA hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-MAJOR: %s: %s detected a Major Error. Please use 'show diagnostic result' to see test results.

**Explanation** A major error was detected during diagnostic testing.

**Recommended Action** Re-seat the card and retry the test. If the same result occurs after reseating the card and retrying the test, copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

**Error Message**

%DIAG-3-MAJOR\_HW: Module [dec]: Online Diagnostics detected Major Hardware Error

**Explanation** The online diagnostics application has detected a major hardware error on the card.

**Recommended Action** Reseat the card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DIAG-3-MEMORY\_CRITICAL\_DOWN: [chars]: [chars]

**Explanation** A critical failure involving a memory hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-MEMORY\_SHUT\_DOWN: [chars]: [chars]

**Explanation** A shutdown failure involving a memory hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DIAG-3-MEMPOOL\_BADCPU\_TYPE: Bad cpucard type [dec] for [chars]

**Explanation** An administration failure involving a memory pool software diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DIAG-3-MEMPOOL\_SHUT\_DOWN: [chars]: [chars]

**Explanation** A shutdown failure involving a memory pool software diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DIAG-3-MINOR: %s: %s detected a Minor Error. Please use 'show diagnostic result ' to see test results.

**Explanation** A minor error was detected during diagnostic testing.

**Recommended Action** Re-seat the card and retry the test. If the same result occurs after reseating the card and retrying the test, copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

**Error Message**

%DIAG-3-MINOR\_HW: Module [dec]: Online Diagnostics detected Minor Hardware Error

**Explanation** The online diagnostics tests have detected a minor hardware error on the card.

**Recommended Action** Reseat the card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DIAG-3-MOD\_ABSENT: Module [dec] is not detected

**Explanation** The online diagnostics application did not find any card in the specified slot.

**Recommended Action** Make sure the card is well seated in the specified slot and reset the card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DIAG-3-MOD\_REMOVED: Module [dec] is removed

**Explanation** The online diagnostics application has detected a removal of the module.

**Recommended Action** No action is required.

**Error Message**

%DIAG-3-MONITOR\_DISABLE: %s: Monitoring test:%d is disabled since default interval is zero

**Explanation** The specified test is no longer a health monitoring test because health monitoring has been disabled.

**Recommended Action** The system is working properly and no user action is required. If you want the requested test to be a health monitoring test, enable health monitoring and ensure your test is enabled as a health monitoring test.

**Error Message**

```
%DIAG-3-MONITOR_INTERVAL_ZERO: %s: Monitoring interval is 0. Cannot enable monitoring for Test #%d
```

**Explanation** Health Monitoring cannot be enabled for the specified test because the interval for the test has been set to 0.

**Recommended Action** If you are comfortable not running the specified health monitoring test, nothing. If you would like to enable the specified test for health monitoring, reset the interval to a number other than 0.

**Error Message**

```
%DIAG-3-NOT_MONITORING_TEST: %s: The test:%d cannot be used as health monitoring test
```

**Explanation** The specified test number cannot be used as a health monitoring test.

**Recommended Action** Nothing. The system is working properly and the specified test cannot be configured as a health monitoring test.

**Error Message**

```
%DIAG-3-NO_DIAG_RUNNING: %s: Diagnostic is not running
```

**Explanation** An attempt to stop a diagnostic test that was not running was made.

**Recommended Action** None. This is an informational message.

**Error Message**

```
%DIAG-3-NO_MEM: [chars]: Malloc error
```

**Explanation** A memory allocation (malloc) error has occurred in the online diagnostic subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%DIAG-3-NO_SCHED: [chars]: No Scheduled Online Diagnostic exists
```

**Explanation** Online diagnostic tests are not scheduled for the card.

**Recommended Action** No action is required.



**Error Message**

%DIAG-3-NO\_TEST: [chars]: No test to run

**Explanation** The diagnostic testing application cannot find tests to run. In some cases on some platforms, a field diagnostic image needs to be loaded onto the line card if you want to run the test. In other cases, the test is simply not available.

**Recommended Action** If applicable, download a field diagnostic image onto the line card. No other action is required.

**Error Message**

%DIAG-3-NO\_TST\_CNF: Test suite configuration file not found

**Explanation** The diagnostics configuration file could not be located.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-NULL\_CTC: Null CTC message received

**Explanation** An empty CTC message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-NULL\_DG\_MSG: Null diagnostic message received

**Explanation** An empty diagnostic message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DIAG-3-NVRAM\_CRITICAL\_DOWN: [chars]: [chars]

**Explanation** A critical failure involving an NVRAM hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DIAG-3-NVRAM\_SHUT\_DOWN: [chars]: [chars]

**Explanation** A shutdown failure involving an NVRAM hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

%DIAG-3-PCI\_BRIDGE\_SHUT\_DOWN: DIAG Error: DEC21150/2115X or TI\_21150 Vendor ID error [hex]

**Explanation** A shutdown failure involving a PCI bridge hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-PCI\_ID\_SHUT\_DOWN: [chars] [hex]

**Explanation** A shutdown failure involving a PCI ID hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-PKTTYPE\_SHUT\_DOWN: [chars]: [chars]

**Explanation** A shutdown failure involving a packet type software diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-PM3386\_REG: [chars], expected [hex], actual [hex]

**Explanation** A PM3386 register read operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DIAG-3-PM5358\_REG: [chars], expected [hex], actual [hex]

**Explanation** A PM5358 register read operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via 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**

%DIAG-3-POSIO\_REG: [chars], expected [hex], actual [hex]

**Explanation** A POSIO register read operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-SAR\_SHUT\_DOWN: [chars]: [chars]

**Explanation** A failure involving a SAR hardware diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-SCHED\_CANCEL: [chars]: Scheduled Online Diagnostic is canceled

**Explanation** The user canceled the scheduled online diagnostic testing.

**Recommended Action** No action is required.

**Error Message**

%DIAG-3-SCHED\_EXIST: [chars]: Scheduled Online Diagnostic exists

**Explanation** The scheduled online diagnostic has already been set up.

**Recommended Action** No action is required.

**Error Message**

%DIAG-3-SET\_ARGU\_FAIL: Set argument failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

**Error Message**

%DIAG-3-SKIP\_ONDEMAND\_STANDBY\_SUP\_TEST: Module [dec]: [chars] cannot be executed.

**Explanation** The online diagnostics application is skipping the specified standby supervisor tests because they cannot be executed from the active supervisor.

**Recommended Action** No action is required.

**Error Message**

%DIAG-3-SKY\_REG: [chars], expected [hex], actual [hex]

**Explanation** The SKY register read has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-SPROCESS\_SHUT\_DOWN: [chars]: [chars]

**Explanation** A shutdown failure involving an S process software diagnostics operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%DIAG-3-SUP_FAILURE: [chars] supervisor has online diagnostic failure [hex]:  
[chars]
```

**Explanation** Online diagnostic tests have determined that the supervisor has failed.

**Recommended Action** Depending on the severity of the supervisor diagnostic failure (minor, major, or critical), a supervisor bootup process will display a warning message, or the system will crash and will be placed in ROM monitor mode.

**Error Message**

```
%DIAG-3-TEST_FAIL: %s: %s{ID=%d} has failed. Error code = 0x%x (%s)
```

**Explanation** A diagnostic test has found an error on the line card.

**Recommended Action** Ensure the line card is firmly in the slot, reseal if necessary, and attempt to run the test again if the line card is not seated properly in the slot. If the line card was properly seated in the slot, copy the error message exactly as it appears on the console, gather the output of show tech-support, and contact your Cisco technical support representative with the gathered information.

**Error Message**

```
%DIAG-3-TEST_NOT_SUPPORT: %s: %s{ID=%d} is not supported
```

**Explanation** The diagnostic test is not supported on current chassis configuration.

**Recommended Action** Nothing. The test cannot be run but this message does not indicate a problem with the system.

**Error Message**

```
%DIAG-3-TEST_SKIPPED: %s: %s{ID=%d} is skipped
```

**Explanation** The specified diagnostic test cannot be run.

**Recommended Action** Nothing. Although the test cannot be run, this message does not indicate a problem.

**Error Message**

```
%DIAG-3-TEST_UNKNOWN: Module [dec]: [chars]{ID=[dec]} can not be run
```

**Explanation** Online diagnostic tests cannot be run.

**Recommended Action** Ensure that the card number and the test identifier are correct. If both of them are correct, copy the system configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve

the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

```
%DIAG-3-TIB_REG: [chars], expected [hex], [hex], [hex] and actual [hex], [hex], [hex]
```

**Explanation** A TIB register read has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DIAG-3-UNKNOWN_CTC: Unknown CTC message type [dec] received
```

**Explanation** An unknown CTC message type was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

#### Error Message

```
%DIAG-3-UNKNOWN_DG_EVTCLASS: Unknown diagnostic event class [dec]
```

**Explanation** An unknown diagnostic event class has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-UNKNOWN\_DG\_MSG: Unknown diagnostic message type [dec] received

**Explanation** An unknown diagnostic message type was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-UNKNOWN\_OPCODE: %s: Unknown opcode (%ld) is received

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the screen and gather the output of show tech-support and any other relevant information. Contact your technical support representative with the gathered information.

**Error Message**

%DIAG-3-VANADIUM: Vanadium Device not accessible

**Explanation** Vanadium device access has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%DIAG-3-VANADIUM\_REG: [chars], expected [hex], actual [hex]

**Explanation** A Vanadium register read operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying



information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/pcgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

#### Error Message

%DIAG-4-CONFIG\_REAPPLY: Please reapply config command '%s' after the card is online.

**Explanation** The specified config command cannot be applied.

**Recommended Action** The system is working properly and the specified command cannot be applied. Please reapply the config command after the module is online.

#### Error Message

%DIAG-6-BADCODE: Invalid request code ([dec]) to run\_diag

**Explanation** A request was made to run an ECA diagnostic, but the number of the diagnostic to run was not valid. This is an internal logic error. The request to run the diagnostic is ignored.

**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

%DIAG-6-BADLOAD: Firmware load error. Unable to run\_diag

**Explanation** A request was made to run an ECA diagnostic, but the firmware for the port adapter did not load properly. This is an internal logic error. The request to run the diagnostic is ignored.

**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

%DIAG-6-BYPASS: %s: Diagnostics is bypassed

**Explanation** This is an informational message stating that diagnostics testing was not performed on the card because diagnostic testing was disabled in the user configuration.

**Recommended Action** This behavior is consistent with the user configuration and no action needs to be taken. If you want to run bootup diagnostics, enable bootup diagnostics by using the diagnostic bootup command.

**Error Message**

%DIAG-6-DIAG\_OK: %s: Passed %s

**Explanation** The diagnostic tests did not detect any error on the card.

**Recommended Action** Nothing. This is an informational message stating that the line card passed the diagnostic tests.

**Error Message**

%DIAG-6-DIAG\_STOPPED: %s: Diagnostic is stopped.

**Explanation** Diagnostic test has stopped.

**Recommended Action** Nothing. This is an informational message stating that diagnostic testing has been stopped. If you want the test to run to completion, rerun the test.

**Error Message**

%DIAG-6-ENQ\_DIAG: Module [dec]: Enqueueing Online Diagnostics...

**Explanation** The online diagnostic test is enqueued in the card.

**Recommended Action** No action is required.

**Error Message**

%DIAG-6-NO\_TEST: %s: No test to run

**Explanation** The diagnostic test cannot find tests to run.

**Recommended Action** In some cases on some platforms, a Field Diagnostic image needs to be loaded onto the line card if you want to run the test. If applicable, download a Field Diagnostic image onto the line card. In other cases, the test is simply not available. This message is an informational and does not require user action.

**Error Message**

%DIAG-6-RUN\_COMPLETE: %s: Running Complete Diagnostics...

**Explanation** Complete Diagnostic is running on the card

**Recommended Action** Nothing. This is an informational message and the system is working properly.

**Error Message**

%DIAG-6-RUN\_MINIMUM: %s: Running Minimal Diagnostics...

**Explanation** Minimum Diagnostic is running on the card

**Recommended Action** Nothing. This is an informational message and the system is working properly.

**Error Message**

%DIAG-6-SCHEDULE\_IS\_REMOVED: %s: Schedule Diagnostic for [%s %s %2ld:%02ld.] is removed

**Explanation** The scheduled online diagnostic tests are no longer configured. This message usually appears after a scheduled test is removed by the user or a card is removed from the chassis.

**Recommended Action** If you want the scheduling tests to be removed, nothing. If you want the scheduled tests to still be run, reconfigure the scheduled tests.

**Error Message**

%DIAG-6-SCHED\_COMPLETE: %s: Scheduled Online Diagnostic is completed

**Explanation** The scheduled Diagnostic test is complete.

**Recommended Action** Check the results and proceed accordingly. This is an information message only to indicate that Diagnostic testing is complete. The router is working properly and no action is needed based on this message. %DIAG-6-SCHED\_RUNNING: %s: Performing Scheduled Online Diagnostic...

**Explanation** The scheduled diagnostic test is running.

**Recommended Action** Nothing. The diagnostic test is being run as configured and the system is working properly.

**Error Message**

%DIAG-6-SCHED\_RUNNING: [chars]: Performing Scheduled Online Diagnostic...

**Explanation** The scheduled diagnostic test is running.

**Recommended Action** No action is required. The diagnostic test is being run as configured and the system is working properly.

**Error Message**

%DIAG-6-SCHED\_STOPPED: %s: Scheduled Online Diagnostic is stopped

**Explanation** The scheduled Diagnostic test has been stopped.

**Recommended Action** If you do not want the test to run, nothing. If you want the test to run, schedule the test or run the test manually.

**Error Message**

%DIAG-6-SIMULATED\_TEST\_RESULT: [chars]: [chars] test result is simulated.

**Explanation** The specified test's result is simulated. The failure does not indicate software nor hardware fault.

**Recommended Action** No action is required. The test failure is simulated as specified by the user.

**Error Message**

%DIAG-6-SKIP\_ONDEMAND\_ACTIVE\_TO\_STANDBY\_TEST: %s: %s cannot be executed for active device.

**Explanation** The specified test can only be run from the active supervisor to test standby supervisor.

**Recommended Action** Nothing. The test cannot be run but the system is working properly.

**Error Message**

%DIAG-6-SKIP\_ONDEMAND\_STANDBY\_CARD\_TEST: %s: %s cannot be executed.

**Explanation** The specified test can only be run on a standby supervisor from the standby supervisor.

**Recommended Action** Nothing. The test cannot be run but the system is working properly.

**Error Message**

%DIAG-6-TEST\_OK: %s: %s{ID=%d} has completed successfully

**Explanation** Diagnostic testing was completed and no errors were found on the line card.

**Recommended Action** This is an informational message indicating that Field Diagnostic testing has completed successfully. The system is working properly and no action is required based on this error message.

**Error Message**

%DIAG-6-TEST\_RUNNING: %s: Running %s{ID=%d} ...

**Explanation** Diagnostic testing is running a test on the card

**Recommended Action** Nothing. This is an informational message and the system should be working properly.

**Error Message**

%DWL-3-LOOP\_BACK\_DETECTED: Loop-back detected on [chars].

**Explanation** Loop-back may be caused by accidentally plugging a balun cable into the port or there may be a misconfiguration in the network.

**Recommended Action** Correct the problem causing the loopback condition. Then bring the port up by entering the shutdown, then no shutdown interface configuration commands.

**Error Message**

%DIAG-6-TEST\_SKIPPED\_FROM\_ACTIVE: [chars]: [chars] cannot be executed from active supervisor.

**Explanation** The specified test cannot be run from active supervisor.

**Recommended Action** No action is required. The test cannot be run but the system is working properly.

