

SNAT Messages

The following are Stateful NAT state messages.

Error Message

`%SNAT-5-ALERT: [chars]`

Explanation Stateful NAT detects that it has lost connection with its peer. The message describes a change in SNAT State.

Recommended Action No action is required.

Error Message

`%SNAT-5-PROCESS: Id [int], [chars]`

Explanation Stateful NAT has been in convergence mode. HSRP peer routers synchronized their entire NAT table. The message describes Start and then End of synchronization.

Recommended Action No action is required.

SNMP Messages

The following are Simple Network Management Protocol (SNMP) messages.

Error Message

`%SNMP-3-AUTHFAIL: Authentication failure for SNMP req from host %i`

Explanation An SNMP request was sent to this host which was not properly authenticated.

Recommended Action Make sure that the community/user name used in the SNMP req has been configured on the router.

Error Message

`%SNMP-3-AUTHFAILIPV6: Authentication failure for SNMP request from host %P`

Explanation An SNMP request was sent by this host which was not properly authenticated.

Recommended Action Make sure that the community/user name used in the SNMP req has been configured on the router.

Error Message

`%SNMP-3-BADIFINDEXTABLE: The file nvram:ifIndex-table is corrupt.`

Explanation The file is not in the expected format.

Recommended Action Delete the file if possible.

Error Message

`%SNMP-3-BADOID: Attempt to generate an invalid object identifier`

Explanation A valid object identifier must contain at least two subidentifiers. An attempt was made to generate an object identifier whose size was less than two.

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

Error Message

`%SNMP-3-BADVALUE: Maximum number of index supported is 20`

Explanation An SNMP trap contains some number of MIB objects, and the size of the instance identifier for these objects is restricted. This message indicates that an attempt was made to generate an SNMP trap containing a MIB object whose size exceeded this limit.

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

Error Message

`%SNMP-3-CPUHOG: Processing %s of %s`

Explanation SNMP took too much time processing a request.

Recommended Action If feasible, use the `debug snmp packet` command to determine the contents of the SNMP request that is causing the message. Copy the error message exactly as it appears, and report it along with any debug output to your technical support representative.

Error Message

`%SNMP-3-DUPLICATE_IFINDEX: %s has %d duplicate ifIndices.`

Explanation ifIndex-table file is corrupt. Ignoring duplicate entries.

Recommended Action If ifIndex-table is not needed, please delete the file from nvram.

Error Message

`%SNMP-3-DVR_DUP_REGN_ERR: Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]`

Explanation Driver is attempting to register an idb with the interface manager while there is already an interface with the same ifIndex and ifDescr BUT different idb registered. This would lead to the problem that interface counters shown by snmp would not work properly for this particular interface.

Recommended Action Fix the duplicate registration in driver level.

Error Message

%SNMP-3-DVR_DUP_REGN_WARNING: Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]

Explanation Driver is attempting to register the same idb with the interface manager while it is already registered. This is just a warning message and handled by snmp.

Recommended Action Fix the duplicate registration in driver level.

Error Message

%SNMP-3-DYNSYNCFAIL: Snmp Dynamic Sync Failed for [chars] = [chars]

Explanation One of the SNMP MIB Dynamic Sync(sync of Snmp SET) to standby 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

%SNMP-3-FILEOPENFAILED: Could not open %s.

Explanation The ifIndex-table is not accesible, and hence the facility for ifindex persistence may not be available.

Recommended Action Please debug using the debug ifs file command.

Error Message

%SNMP-3-FILESTATFAILED: Could not get information for file %s.

Explanation The ifIndex-table is not accesible, and hence the facility for ifindex persistence may not be available.

Recommended Action Please debug using the debug ifs file command.

Error Message

%SNMP-3-IFINDEXTABLEFILEINTWOFORMATS: ifIndex-table is present in two formats.

Explanation Both nvram:ifIndex-table and nvram:ifIndex-table.gz are present.

Recommended Action No action is necessary.

Error Message

`%SNMP-3-IFINDEXTABLE_DECOMPRESSFAILED`: The file `nvrn:ifIndex-table.gz` could not be decompressed.

Explanation There is either insufficient memory to compress it or the nvrn space is insufficient or some other reason.

Recommended Action If possible, please delete the file.

Error Message

`%SNMP-3-INCORRECT_SIZE_FOR_NVRN`: Size should be 0, but it is %d.

Explanation There is some initialization problem in software.

Recommended Action Ideally, you should never see this message. If you do, please report it at the earliest convenience.

Error Message

`%SNMP-3-INPUT_QFULL_ERR`: Packet dropped due to input queue full

Explanation Snmp packet dropped due to input queue full error.

Recommended Action Use the command **show snmp** to see the number of packets dropped. Stop any SNMP access to the device until the error condition is recovered.

Error Message

`%SNMP-3-INTERRUPT_CALL_ERR`: [chars] function, cannot be called from interrupt handler

Explanation A call has been made to the specified function from an interrupt handler. This is not permitted because it will fail and the device will reboot down the stack in memory allocation call.

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

%SNMP-3-ISSU_ERR: [chars]

Explanation There has been an error during an ISSU versioning operation.

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

%SNMP-3-MAX_TRAPS_EXCEED_ERR: Maximum number of traps exceeded the maximum allowed in the current sync-message to STANDBY

Explanation This message indicates the number of SNMP traps defined exceeded the maximum we can accommodate in a checkpoint sync-message. You need to increase SNMP_SYNC_BITMASK_MAX to a higher value. Check `smci_rf_status_event()` for further details.

Recommended Action Developers will never see this error message.

Error Message

%SNMP-3-NON_POSITIVE_IFINDEX: %s has %d non-positive ifIndices.

Explanation ifIndex-table file has some invalid entries that have non-positive ifIndex values. Ignoring invalid entries.

Recommended Action If ifIndex-table is not needed, please delete the file from nvram.

Error Message

%SNMP-3-RF_ERR: RF could not send packet to the peer

Explanation Error happens when doing Bulk Sync Operation

Recommended Action Report this message to technical support

Error Message

%SNMP-3-SYNCFAIL: SNMP MIB Sync Failure: [chars]

Explanation One of the SNMP MIB Synchronization to standby 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. SNMP_BULKSTAT Messages

Recommended Action The following are SNMP bulk-data collection messages.

Error Message

%SNMP-3-TOOMANYIFINDICES: Some ifindices might not be persisted.

Explanation There are too many ifindices and the system is unable to persist all of them.

Recommended Action Most likely, this is a system limitation and there is no workaround.

Error Message

%SNMP-3-TRAPBLOCK: Attempt to generate SNMP trap from a process with blocking disabled

Explanation During processing, a process with blocking disabled attempted to generate an SNMP trap which would block. This is not allowed.

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

Error Message

%SNMP-3-TRAPINTR: Attempt to generate SNMP trap from interrupt level

Explanation During the processing of an interrupt, the code attempted to generate an SNMP trap. This is not allowed.

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

Error Message

```
%SNMP-4-HIGHCPU: Process exceeds [dec]ms threshold ([dec]ms IOS quantum) for  
[chars] of [chars]--result [chars]
```

Explanation SNMP took more than the warning threshold processing a var-binding.

Recommended Action If feasible, use the **debug snmp packet** command to determine the contents of the SNMP request that is causing the message. Copy the error message exactly as it appears, and report it along with any debug output to your technical support representative. Some MIB objects require a relatively large amount of time to process. MIB objects in the multi-variable-binding are processed one by one. If possible, MIB objects appearing in this message should NOT be retrieved using multi-variable-binding SNMP PDUs.

Error Message

```
%SNMP-4-IFINDEXPERS_INTERNAL_ERROR: An internal error occurred in ifindex  
persistence code.
```

Explanation There is an unexpected internal error in ifindex persistence software.

Error Message

```
%SNMP-4-NOENGINEID: Remote snmpEngineID for %i not found when creating user: %s
```

Explanation An attempt to create a user failed. This is likely because the engine ID of the remote agent (or SNMP manager) was not configured.

Recommended Action Configure the remote snmpEngineID and reconfigure the user. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

```
%SNMP-4-NOENGINEIDV6: Remote snmpEngineID for %P not found when creating user: %s
```

Explanation An attempt to create a user failed. This is likely because the engine ID of the remote agent (or SNMP manager) was not configured.

Recommended Action Configure the remote snmpEngineID and reconfigure the user. If the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

%SNMP-4-NOFLASH: Reading snmpEngineBoots from flash failed

Explanation An attempt to read the snmpEngineBoots file from flash failed. Most likely, this means that the flash card does not exist on the router. This message should appear only when the router is reloaded.

Recommended Action Check if installing a flash card makes the message go away. If a flash card exists already, it may be full. Try erasing flash and reloading the router. If after these steps, the problem persists, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

%SNMP-4-TRAPDROP: %s

Explanation An attempt was made to generate an SNMP trap, but the trap could not be sent because of the reason given in this message. Most likely, this message means that the SNMP traps process is not running.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Use the show process command to determine whether the SNMP traps process is running. If it is not running, reload the system. If, after reloading, the SNMP traps process is still not running, there may not be enough memory for it to run.

Error Message

%SNMP-5-CHASSISALARM: Chassis Alarm Trap: tmpAlarm([chars]), minorAlarm([chars]), and/or majorAlarm([chars])

Explanation The SNMP agent has sent the Chassis Alarm On or Chassis Alarm Off traps to the engine ID of the remote agent (or SNMP manager) because the corresponding chassis alarm is either on or off.

Recommended Action No action is required.

Error Message

%SNMP-5-COLDSTART: SNMP agent on host [chars] is undergoing a cold start

Explanation The SNMP server has undergone a cold start.

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

Error Message

%SNMP-5-LINK_DOWN: LinkDown:Interface [chars] changed state to down

Explanation The state of the Interface is changed to down.

Recommended Action No action is required.

Error Message

%SNMP-5-LINK_UP: LinkUp:Interface [chars] changed state to up

Explanation The state of the Interface is changed to up.

Recommended Action No action is required.

Error Message

%SNMP-5-MODULERESET: [chars] object has been set to 'reset' for [chars]=[dec] from IP address [chars].

Explanation The SNMP server has reset a module.

Recommended Action Notification message only. No action required.

Error Message

%SNMP-5-MODULETRAP: Module [dec] [[chars]] Trap

Explanation The SNMP agent has sent the Module Up or Module Down traps to the engine ID of the remote agent (or SNMP manager) because the corresponding module is up or down.

Recommended Action No action is required. SNMP_BULKSTAT Messages

Recommended Action The following are Simple Network Management Protocol (SNMP) bulk data collection messages.

Error Message

%SNMP-5-WARMSTART: SNMP agent on host %s is undergoing a warm start

Explanation The snmp server underwent a warmstart.

Recommended Action Notification message only. No action required.

Error Message

%SNMP-6-VIEWNAMELENGTH: Invalid view name length; truncated.

Explanation SNMP agent generated view length greater than that allowed by definition so the view name was truncated to fit the defined maximum view name length.

Recommended Action Make sure your trap group and view names are setup appropriately. You can override with 'snmp-server group' command. Notify Cisco that this needs to be fixed.

Error Message

%SNMP-STDBY-5-COLDSTART: Cold Start Trap

Explanation The sending protocol entity is re-initializing itself so the configuration of the agent or the protocol entity implementation might be altered.

Recommended Action Informational message only. No action is required. SONET Messages

Recommended Action The following are Synchronous Optical Network messages.

Error Message

%SNMP_BULKSTAT-3-5: Memory not available for [chars] for [chars]

Explanation Data collection or transfer could not be successfully carried out because of a lack of memory.

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

Error Message

%SNMP_BULKSTAT-3-NO_MEMORY: Memory not available for [chars] for [chars]

Explanation The data collection or Transfer could not be successfully carried out because of lack of memory.

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

Error Message

%SNMP_BULKSTAT-3-REMOTE_FILE_WRITE_ERR: File Write failed for the remote file [chars]

Explanation The username or password specified in the message text does not have the required privileges to write a file to the network management station specified in the message text, or the destination directory specified in the message text is invalid.

Recommended Action Ensure that the username and password in the network management station address have the necessary privileges to write to the destination directory.

Error Message

`%SNMP_BULKSTAT-3-TOOSMALL_BUFFER: Buffer size is insufficient to accommodate even the header part for [chars]`

Explanation The buffer size is insufficient to accommodate the header for the bulk data file. The header contains the schema definitions of all the configured schemas.

Recommended Action Increase the maximum buffer size by entering the `buffer-size size-of-buffer` command, where `size-of-buffer` is the increased buffer size. SNMP_ION Messages

Recommended Action The following are ION-specific Simple Network Management Protocol (SNMP) messages.

Error Message

`%SNMP_BULKSTAT-4-BUFFER_OVERFLOW: Buffer size too small to accomodate data for one collection interval for [chars]`

Explanation The bulk data file is too large for the configured buffer size for a single transfer interval. Data collection will continue in another new buffer of the configured size, and the collected buffer will be transferred to the configured destination.

Recommended Action Increase the maximum buffer size by entering the `buffer-size size-of-buffer` command, where `size-of-buffer` is the increased buffer size.

Error Message

`%SNMP_BULKSTAT-4-PRI_URL_UNREACHABLE: Primary network management station is unreachable for [chars]`

Explanation The collected bulk data file could not be successfully transferred to the primary network management station address specified in the message text. This condition can occur because the primary network management address is not configured or the configured primary network management station address is unreachable. If a secondary network management station address is configured, the collected bulk data file will be sent to the secondary network management station address.

Recommended Action Ensure that the primary network management station address is configured. If the primary network management station address is configured, check the connectivity to the destination indicated by the primary network management station address specified in the message text.

Error Message

`%SNMP_BULKSTAT-4-SEC_URL_UNREACHABLE: Secondary network management station is unreachable for [chars]`

Explanation The collected bulk data file could not be successfully transferred to the secondary network management station address destination specified in the message text. This condition can occur because the secondary network management station address is not configured or the

configured secondary network management station address is unreachable. If a retention interval is not configured, the bulk data file will be immediately deleted. If a retention interval is configured, retries will be attempted for the configured number of times.

Recommended Action Check the connectivity to destination indicated by the secondary network management station address indicated in the error message.

Error Message

```
%SNMP_CONTEXT_MAPPING-3-TOPO_NOT_BASE: Multi Topology un-aware component is
accessing a non base topology [chars], topoid [dec]
```

Explanation A software component that is not multi-topology aware is accessing a non base topology. When this happens the result is un-predictable.

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

Error Message

```
%SNMP_ION-2-PTHREADMUTEXFAIL: pthread_mutex_init failed on snmp mutex. Reason :
[chars]
```

Explanation The SNMP subagent has failed to initialize the global MUTEX.

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

Recommended Action The following are synchronous optical network messages.

Error Message

%SNMP_ION-3-IFMIB_SHM_FAIL: IF-MIB could not attach/create shared memory region

Explanation The IF MIB maintains a part of its data structure in shared memory. In the process of creating, attaching, or initializing this shared memory region, a failure has been detected.

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

Error Message

%SNMP_ION-3-MIB_REG_FAIL: MIB could not be registered with master agent

Explanation When a MIB is loaded in ION, the object IDs are registered with the master agent. A failure has been detected in this registration process.

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

Error Message

%SNMP_MGR-3-BADAGETIMER: Unexpected age timer found on session %0x

Explanation An internal timer was found running when it should not have been.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Disable the SNMP manager via the `no snmp-server manager` command. Then re-enable it via the `snmp-server manager` command. This should effectively reset all of the internal structures.

Error Message

`%SNMP_MGR-3-BADINFORMTRANSPORT: Unknown inform transport type: %s`

Explanation This SNMP inform destination uses an unknown transport type. Inform notifications cannot be sent to this destination.

Recommended Action Copy the error message and the output from 'show techsupport' exactly as it appears, and report it to your technical support representative.

Error Message

`%SNMP_MGR-3-BADOP: Unknown operation code %u`

Explanation An SNMP PDU delivered to the SNMP manager contains an unknown operation code.

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

Error Message

`%SNMP_MGR-3-BADPDUTYPE: Received unknown PDU type: %u`

Explanation The SNMP manager was delivered a PDU of an unknown type.

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

Error Message

`%SNMP_MGR-3-BADTRANSPORT: Unknown transport type: %u`

Explanation The SNMP manager was delivered a PDU from an unknown transport type.

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

Error Message

`%SNMP_MGR-3-BADUSECOUNT: Corrupted use counter found on session %0x`

Explanation A cached SNMP session structure appears to have been corrupted.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Disable the SNMP manager via the `no snmp-server manager` command. Then re-enable it via the `snmp-server manager` command. This should effectively reset all of the internal structures.

Error Message

`%SNMP_MGR-3-MISSINGHOST: Cannot locate information on SNMP informs host: %i`

Explanation A table entry for the mentioned SNMP informs destination cannot be found. As a result, inform notifications will not be sent to this destination.

Recommended Action Run the 'show snmp host' and 'show snmp' commands. Copy the error message and output from the show commands exactly as they appear, and report it to your technical support representative. Deleting and re-adding the informs destination via the 'snmp-server host' configuration command may clear the condition. Otherwise, reloading the system may be necessary.

Error Message

`%SNMP_MGR-3-MISSINGHOSTIPV6: Cannot locate information on SNMP informs host: %P`

Explanation A table entry for the mentioned SNMP informs destination cannot be found. As a result, inform notifications will not be sent to this destination.

Recommended Action Run the 'show snmp host' and 'show snmp' commands. Copy the error message and output from the show commands exactly as they appear, and report it to your technical support representative. Deleting and re-adding the informs destination via the 'snmp-server host' configuration command may clear the condition. Otherwise, reloading the system may be necessary.

Error Message

`%SNMP_MGR-3-NOPROC: Failed to create SNMP Manager process`

Explanation The SNMP manager process was unable to initialize. This is most likely due to a lack of memory.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Use the show memory command to examine the amount of available memory. If free memory is low, you may need to reconfigure and/or reload the system.

Error Message

`%SNMP_MGR-3-RESPDROP: Insufficient memory to handle response to request id %u`

Explanation An SNMP response PDU was received but there was not enough memory available in order to cache the response and return it to the original requesting IOS application.

Recommended Action If this was only a transient problem, the original SNMP request will likely be resent, another SNMP response will be returned and delivered to the original requesting IOS application. If this message repeats, then you will need to free up some memory in order for the SNMP manager to function. Use show memory to verify whether available memory is low. You may need to reconfigure and/or reload the system in order to free up some memory. Otherwise you can disable the SNMP manager functionality via the no snmp-server manager command.

Error Message

`%SNMP_MGR-3-SESSIONINUSE: Attempt to destroy session %0x that is still in use`

Explanation An attempt was made to remove a cached SNMP session structure, however it appears that the session is still in use, and therefore should not be removed.

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

Error Message

`%SNMP_MGR-4-BADAUTHTYPE: Unsupported SNMP authorization type: %u`

Explanation An unknown SNMP authorization type was found. This may result in the inability of the SNMP manager functionality to correctly send and/or receive SNMP messages to/from a particular SNMP agent.

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

Error Message

`%SNMP_MGR-4-BADRESPONSESTATUS: Unknown response status code: %u`

Explanation The SNMP Manager process received an internal response with an unknown status code.

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

Error Message

`%SNMP_MGR-4-EMPTYQUEUE: Input queue is empty`

Explanation The SNMP Manager process was notified that it needs to process its input queue. But, when the queue was examined, it was found to be empty.

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

Error Message

`%SNMP_MGR-4-NOCANCEL: Unable to cancel a previously sent inform request.`

Explanation The number of unacknowledged inform requests in-flight has reached the configured maximum limit. In order to make available resources for sending out a new inform request, one of these older inform requests must be cancelled. The algorithm used to choose the most appropriate inform to cancel has failed to choose any. The new inform that was to be sent will be dropped instead.

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

Error Message

%SNMP_MGR-4-NOTENABLED: SNMP Manager not enabled (requested by %s)

Explanation An IOS application is attempting to make use of the SNMP manager's services. However the SNMP manager functionality has not been enabled.

Recommended Action If you wish to enable the SNMP manager services you may do so via the 'snmp-server manager' config command. Otherwise the IOS application that is requesting these services is given in the message. Disable or reconfigure this application such that it no longer tries to make SNMP manager requests.

Error Message

%SNMP_MIB_ISSU-2-GET_BUFFER: SNMP MIB ISSU client failed to get buffer for message. Error: [dec] ([chars])

Explanation The SNMP MIB 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. 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

%SNMP_MIB_ISSU-2-INIT: SNMP MIB ISSU client initialization failed to [chars]. Error: [dec] ([chars])

Explanation The SNMP MIB 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SNMP_MIB_ISSU-2-SEND_NEGO_FAILED: SNMP MIB ISSU client failed to send negotiation message. Error: [dec] ([chars])

Explanation The SNMP MIB 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. 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

%SNMP_MIB_ISSU-2-SESSION_NEGO: SNMP MIB ISSU client encountered unexpected client nego_done. Error: [dec] ([chars])

Explanation An ISSU-compliant client transitions through a series of internal states. The SNMP MIB 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. 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

%SNMP_MIB_ISSU-2-SESSION_REGISTRY: SNMP MIB ISSU client failed to register session information. Error: [dec] ([chars])

Explanation The SNMP MIB 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. 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

`%SNMP_MIB_ISSU-3-CAP_INVALID_SIZE: SNMP MIB ISSU client capability list is empty.`

Explanation The SNMP MIB ISSU client capability exchange list size is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the `show issu capability entires` 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. <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%SNMP_MIB_ISSU-3-CAP_NOT_COMPATIBLE: SNMP MIB ISSU client capability exchange result incompatible.`

Explanation The SNMP MIB ISSU client capability exchange have negotiated as incompatible with the peer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the `show issu negotiated capability` 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

`%SNMP_MIB_ISSU-3-INVALID_SESSION: SNMP MIB ISSU client does not have a valid registered session.`

Explanation The SNMP MIB 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. 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

```
%SNMP_MIB_ISSU-3-MSG_NOT_OK: SNMP MIB ISSU client 'Message Type [dec]' is not compatible
```

Explanation The SNMP MIB 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. Enter the `show issu message group` and `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.

Error Message

```
%SNMP_MIB_ISSU-3-MSG_SIZE: SNMP MIB ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])
```

Explanation The SNMP MIB ISSU client failed to calculate the MTU for the specified message. The SNMP MIB 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. Enter the `show issu message group` and `show issu session` and `show issu negotiated version` 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

```
%SNMP_MIB_ISSU-3-SESSION_UNREGISTRY: SNMP MIB ISSU client failed to unregister session information. Error: [dec] ([chars])
```

Explanation The SNMP MIB 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

%SNMP_MIB_ISSU-3-TRANSFORM_FAIL: SNMP MIB ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])

Explanation The SNMP MIB 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 SNMP MIB 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. 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.

SOI Messages

The following are SNMP Over IPC messages.

Error Message

%SOI-2-ACTIVEREGFAIL: Unable to add function to GOACTIVE registry.

Explanation Unable to add function to GOACTIVE registry.

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

Error Message

%SOI-2-BADPXMCOMMUNITY: PXM's community string (length %d) was invalid. Limits are %d to %d.

Explanation Received an invalid PXM community 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. If you still require assistance,

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

Error Message

%SOI-2-BADPXMIPADDR: PXM's IP address (length %d) was invalid. Must be %d.

Explanation Received an invalid PXM IP address.

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

Error Message

%SOI-2-BADPXMMESSAGE: Message from PXM had a type %d which is unknown.

Explanation Received an unknown message from the PXM.

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

Error Message

%SOI-2-DELAYREGFAIL: Unable to add function to delayed func registry.

Explanation Unable to add function to delayed function registry.

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

Error Message

%SOI-2-EVENTHOOKADDFAIL: Unable to add callback routine for switchover event for SNMP over IPC.

Explanation A callback routine for switchover events for SNMP over IPC could not be added.

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

Error Message

%SOI-2-PORTCREERR: Unable to create the SNMP Over IPC comm port %s to the PXM.

Explanation An attempt to create a communication port to the PXM failed .

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

Error Message

%SOI-2-PORTLOCERR: Unable to locate the SNMP Over IPC comm port %s to the PXM.

Explanation An attempt to locate an already open port to the PXM failed .

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

Error Message

%SOI-2-PORTOPENERR: Unable to open the SNMP Over IPC comm port %s to the PXM.

Explanation An attempt to open a communication port to the PXM failed .

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

Error Message

%SOI-2-PORTREGFAIL: SNMP Over IPC : IPC Port registry for port %s failed.

Explanation An SNMP Over IPC request to register an IPC 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SOI-2-QUEUCREATFAIL: Unable to create the SNMP over IPC watched queue.

Explanation An SNMP over IPC watched queue could not be created.

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

SONET Messages

The following are SONET messages.

Error Message

%SONET-3-ALARMTIMERFAIL: [chars]

Explanation An attempt to create an alarm timer monitor process has failed.

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

Error Message

%SONET-3-APSCOMM: %s: %s

Explanation APS errors related to failure of working-protect communication

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

Error Message

%SONET-3-APSCOMMCHANGE: [chars]: Link to [chars] channel reverts to PGP protocol version [dec]

Explanation APS has reverted to a different version of the PGP protocol between the working and protect routers.

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

Error Message

%SONET-3-APSCOMMEST: %s: Link to %s channel established - PGP protocol version %d

Explanation APS has established connectivity between working and protect routers.

Recommended Action None - information only.

Error Message

%SONET-3-APSCOMMLOST: %s: Link to %s channel lost

Explanation Connectivity between Working and Protect has been lost. APS operation can continue in degraded mode.

Recommended Action Restore connectivity between working and protect routers.

Error Message

%SONET-3-APSEVENT: [chars]: APS event type error: event [dec] undefined

Explanation The APS software has malfunctioned.

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

Error Message

%SONET-3-APSHAHOLDTIME: [chars]: [chars]

Explanation The PGP hold time has been adjusted by HA APS.

Recommended Action No action is required.

Error Message

%SONET-3-APSNCHN: APS Local request %d has no corresponding channel number

Explanation APS software has malfunctioned.

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

Error Message

%SONET-3-APSN0INTFC: APS No interfaces available for IP connection

Explanation APS requires an out-of-band path for inter-router communication.

Recommended Action Configure an out-of-band path for inter-router APS communication.

Error Message

%SONET-3-APSSYNCSECONDARY: [dec]/[dec]: No hwidb

Explanation A new secondary RP is unable to find a device descriptor block that corresponds to the slot or unit specified by the primary RP.

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

Error Message

%SONET-3-BADAUTH: %s: APS Bad authentication from %i,

Explanation APS software has detected unauthorized message.

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

Error Message

%SONET-3-BADTCA: TCA signal [dec] is invalid

Explanation The TCA software has malfunctioned.

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

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

Error Message

```
%SONET-3-BADTCATH: TCA threshold [int] is not supported
```

Explanation The specified TCA threshold is not supported.

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

Error Message

```
%SONET-3-BADVER: APS version mismatch; this system ver [dec]; other ver [dec] -  
msg rejected:
```

Explanation APS software has detected invalid version number in hello message.

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

Error Message

```
%SONET-3-DELAYTIMER: [chars]
```

Explanation Delay timer creation failure.

Recommended Action Report this occurrence to Engineering. Use Topic to search for a similar DDTS. If you find none, write a DDTS for this problem.

Error Message

%SONET-3-MISVER: %s: APS version mismatch. WARNING : Loss of Working-Protect link can deselect both protect and working interfaces. %s router requires software upgrade for full protection.

Explanation APS software has detected that either the working or protect router requires software upgrade. APS operation can continue prior to the upgrade.

Recommended Action Upgrade specified router.

Error Message

%SONET-3-NOBUFFER: No buffer available for sending APS message

Explanation No data buffer was available for sending APS message.

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

Error Message

%SONET-3-NOSOCKET: Unable to open socket

Explanation APS system unable to open a socket for communication purposes

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

Error Message

%SONET-4-ALARM: %s: %s %s

Explanation The specified SONET Alarm has been declared or released.

Recommended Action Recommended action is to repair the source of the alarm.

Error Message

%SONET-4-APSM: %s: APS mode mismatch - %s

Explanation There has been a unidirectional/bidirectional mismatch detected by the APS system

Recommended Action It is recommended that the router configuration match the provisioned circuit.

Error Message

%SONET-6-APSREFL: [chars]: Remote reflection of APS status now [chars]

Explanation The APS software has detected a change in the remote reflection of the local APS status.

Recommended Action This message indicates normal system activity. No action is required.

Error Message

%SONET-6-APSREMSWI: [chars]: Remote APS status now [chars]

Explanation The APS software has detected a change in the APS status of the remote interface.

Recommended Action This message indicates normal system activity. No action is required.

SONETMIB Messages

The following are SONETMIB messages for the Cisco GSR series.

Error Message

%SONETMIB-1-DELETE: could not delete interface, if_index=%d

Explanation The specified interface was not successfully dequeued.

Recommended Action No action is required.

Error Message

%SONETMIB-1-LOSTUPDATE: Lost raw stats update for if_index=%d

Explanation Lost the update of raw statistics sent from linecard to route-processor

Recommended Action No action is required.

Error Message

%SONETMIB-1-MALLOCNEW: Malloc failed for new interface=%d

Explanation Unable to allocate enough memory to create SONET MIB structure for new interface.

Recommended Action No action is required.

Error Message

`%SONETMIB-3-NULLCFGPTR: NULL SONET MIB config pointer, if_index=%d`

Explanation Attempted to initialize the SONET MIB using a NULL pointer.

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

SONICT Messages

The following are SONIC Ethernet Interface messages.

Error Message

`%SONICT-1-INITFAIL: msgtxt_initfail`

Explanation There was a failure in the initialization sequence of the sonict chip.

Recommended Action LOG_STD_SH_CMD_ACTION (show cont e0/0/x)

Error Message

`%SONICT-1-NOMEMORY: msgtxt_nomemory`

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

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

Error Message

%SONICT-3-INTERNAL_ERROR: %s

Error Message

%SONICT-3-OWNERR: msgtxt_ownererror

Error Message

%SONICT-3-SPURIDON: Unit %d, spurious IDON interrupt, csr%d=0x%04x

Error Message

%SONICT-3-XMIT_ERR: TX Error %x

SPA Messages

The following are Shared Port Adapter messages.

Error Message

%SPA-0-TEMP_SHUTDOWN: %s temperature too high. (%dC) SPA has been shut down.

Explanation MSG_SPA_TEMP_HIGH_EXP The SPA has been shut down.

Recommended Action MSG_SPA_TEMP_HIGH_ACTION

Error Message

%SPA-0-TEMP_SHUTDOWN_OVR: %s temperature too high (%dC) but shutdown has been overridden.

Explanation MSG_SPA_TEMP_HIGH_EXP SPA shutdown has been overridden by configuration

Recommended Action MSG_SPA_TEMP_HIGH_ACTION

Error Message

%SPA-0-VOLT_SHUTDOWN: %s voltage out of operating range. Nominal (%dmV), value (%dmV). The SPA has been shut down.

Explanation MSG_SPA_VOLT_EXP_COMMON The SPA has been shut down to prevent component damage.

Recommended Action Replace the SPA immediately. Record the associated messages and return the SPA for service.

Error Message

%SPA-2-TEMP_CRITICAL: %s temperature too high. (%dC)

Explanation MSG_SPA_TEMP_HIGH_EXP Please correct immediately.

Recommended Action MSG_SPA_TEMP_HIGH_ACTION

Error Message

%SPA-2-VOLT_CRITICAL: %s voltage outside of nominal range. Nominal (%dmV), value(%dmV)

Explanation MSG_SPA_VOLT_EXP_COMMON

Recommended Action MSG_SPA_VOLT_ACTION_SCHED_REPLACE

Error Message

%SPA-2-VOLT_SHUTDOWN_OVR: %s voltage outside of operating range. Nominal (%dmV), value(%dmV). SPA shutdown has been overridden by configuration.

Explanation MSG_SPA_VOLT_EXP_COMMON

Recommended Action MSG_SPA_VOLT_SCHED_REPLACE

Error Message

%SPA-3-BAD_FCITYPE: %s: Illegal FCI type %d.

Explanation An invalid FCI type is passed to SPA. This is a software error.

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

Error Message

%SPA-3-ENTITY_INITFAIL: SPA entity initialization error

Explanation A failure occurred during the SPA entity managementsubsystem startup. Entity management is not enabled.

Recommended Action LOG_STD_REDUCE_ACTION

Error Message

%SPA-3-ENVMON_INITFAIL: SPA environmental monitoring initialization error

Explanation A failure occurred during the SPA environmental monitoring subsystem startup. Environmental monitoring is not enabled.

Recommended Action LOG_STD_REDUCE_ACTION

Error Message

%SPA-3-ENVMON_NOT_MONITORED: Environmental monitoring is not enabled for %s

Explanation The indicated SPA has not registered any sensors with the environmental monitoring system.

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

Error Message

%SPA-3-RESOURCE_ERROR: [chars] ([hex], [hex], [hex], [hex]) [chars]

Explanation A required resource could not be allocated.

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

Error Message

%SPA-3-SOFTWARE_ERROR: [chars] ([hex], [hex], [hex], [hex]) [chars]

Explanation A software error has been detected. Further details are available 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/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

%SPA-3-SW_ERROR: NULL

Explanation This error is seen when there is a problem in internal software coding. It should not be seen in normal operation.

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

Recommended Action The following are Common Channelized Shared Port Adapter messages.

Error Message

%SPA-4-TEMP_WARNING: %s temperature too high. (%dC)

Explanation MSG_SPA_TEMP_HIGH_EXP

Recommended Action MSG_SPA_TEMP_HIGH_ACTION

Error Message

%SPA-4-TEMP_WARNLOW: %s temperature too low. (%dC)

Explanation SPA temperature too low. Component reliability and data integrity may be compromised.

Recommended Action Raise the ambient temperature if it is too low. If there is no issue with the ambient temperature, then the SPA temperature sensor has likely failed. If there are no data errors, this warning can be ignored.

SPACP Messages

Error Message

%SPACP-3-BUFFER: %s: Failed to allocate buffer for SPACP message.

Explanation Can not allocate memory for SPACP message.

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

Error Message

%SPACP-3-CREATE: %s: SPA Bus Device creation failed.

Explanation Can not allocate memory for SPA Bus structure.

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

Error Message

%SPACP-3-INIT: %s: Failed to initialize SPACP. %s.

Explanation SPACP messaging could not be initialized because of the reason specific in the message text.

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

Error Message

%SPACP-3-OPCODE: %s: SPACP opcode 0x%04x unknown.

Explanation Received an unexpected message from the SPA.

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

Error Message

%SPACP-3-SEND: %s: Failed to send SPACP message.

Explanation Failed to send a message to the SPA.

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

SPAN Messages

Error Message The following are SPAN messages.

Error Message

%SPAN-3-MEM_UNAVAIL: Memory was not available to perform the SPAN operation

Explanation Unable to perform a SPAN operation because of a lack of memory

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

Error Message

%SPAN-3-REDIR_HW_UNAVAIL: Redirect hardware resource not available %s

Explanation The system could not allocate resource for redirecting BPDUs. A possible cause of this condition is that all available redirect registers in PFC are used by other features.

Recommended Action Free up a redirect register in PFC by unconfiguring features that use redirect registers and retry allowing BPDUs for SPAN servicemodules. If Protocol Tunneling is configured on any ports, then remove Protocol Tunneling configuration from all ports to free up one redirect register.

Error Message

%SPAN-3-SESS_DEC_CFG: SPAN hardware resource is in use. %s

Explanation The system could not allocate a SPAN hardware resource for the feature specified in the error message. It is possible that a distributed etherchannel has been configured in the system that is using SPAN hardware resource.

Recommended Action Remove one or all of the distributed Etherchannels from the system and retry the operation.

Error Message

%SPAN-3-SESS_HW_UNAVAIL: SPAN hardware resource not available %s

Explanation The system could not allocate a SPAN hardware resource for the feature specified in the error message. A possible cause of this condition is that all available SPAN source sessions are already in use. The system can be configured with a maximum of two SPAN source sessions or one RSPAN source session

Recommended Action Remove one of the existing SPAN or RSPAN source sessions and retry the operation.

Error Message

%SPAN-3-UNKN_ERR: An internal error occurred during a SPAN operation.

Explanation SPAN detected an error in its internal operation.

Recommended Action The error might be transient, in which case trying the SPAN operation again might be successful. If this fails, the switch might need to be reloaded for the desired operation to complete.

Error Message

%SPAN-3-UNKN_ERR_PORT: An internal error occurred when configuring SPAN on port %s

Explanation SPAN detected an error in its internal operation.

Recommended Action The error might be transient, in which case trying the SPAN operation again might be successful. If this fails, the switch might need to be reloaded for the desired operation to complete.

Error Message

`%SPAN-5-ERSPAN_ADJ_TUNNEL: ERSPAN Destination behind a tunnel. Shutting down session %d`

Explanation The next hop to the IP Address specified as the ERSPAN destination lies behind a tunnel. This configuration is not supported. ERSPAN session is shut down when such configuration is detected

Recommended Action Specify another IP address as the ERSPAN destination which does not have tunnel as the next-hop adjacency.

Error Message

`%SPAN-5-PKTCAP_START: Packet capture session [dec] started`

Explanation Packet capture is activated by user or after the scheduled time .

Recommended Action Stop the capture when it is not required. You can change the rate of packets reaching CPU for capturing by configuring the rate-limit value in the monitor session type capture configuration mode. Protocol packets may get dropped if the capture traffic rate is high.

Error Message

`%SPAN-5-PKTCAP_STOP: Packet capture session [dec] ended [chars], [dec] packets captured`

Explanation Packet capture is stopped. This will happen if the capture buffer is full or if user stops the capture or if capture timeout happens.

Recommended Action Packet capture is stopped. You can export the capture buffer by entering the **monitor capture export buffer** command. Buffer can be displayed on the console also. Delete the capture session, if it is no longer required.

SPANTREE Messages

The following are Spanning Tree messages.

Error Message

`%SPANTREE-2-BLOCK_BPDUGUARD: Received BPDU on port [chars] with BPDU Guard enabled. Disabling port.`

Explanation A BPDU was received in the interface specified in the error message that has the spanning tree BPDU Guard feature enabled. As a result, the interface was administratively shut down.

Recommended Action Either remove the device sending BPDUs or disable the BPDU Guard feature. The BPDU Guard feature can be locally configured on the interface or globally configured on all ports that have portfast enabled. After the conflict has been resolved, reenable the interface by entering the **no shutdown** command in interface configuration mode.

Error Message

%SPANTREE-2-BLOCK_BPDU_GUARD_VP: Received BPDU on port %s, vlan %d with BPDU Guard enabled. Disabling vlan.

Explanation A BPDU was received on the interface and vlan specified in the error message. The spanning tree BPDU Guard feature was enabled and configured to shutdown the vlan. As a result, the vlan was placed in the error-disabled state.

Recommended Action Either remove the device sending BPDUs or disable the BPDU Guard feature. The BPDU Guard feature can be locally configured on the interface or globally configured on all ports that have portfast enabled. After the conflict has been resolved, reenable the interface/vlan by entering the clear errdisable command.

Error Message

%SPANTREE-2-BLOCK_PVID_LOCAL: Blocking [chars] on [chars]. Inconsistent local vlan.

Explanation The spanning-tree port with the specified spanning-tree instance and interface has a port VLAN ID inconsistency and will be held in a spanning-tree blocking state until the port VLAN ID inconsistency is resolved. The specified spanning-tree instance is that of the native VLAN ID of the specified interface.

Recommended Action Make the configuration of the native VLAN ID consistent on the interfaces on each end of the 802.1Q trunk connection. Once the configuration has been corrected, spanning tree will automatically unblock the interfaces as appropriate.

Error Message

%SPANTREE-2-BLOCK_PVID_PEER: Blocking [chars] on [chars]. Inconsistent peer vlan.

Explanation The spanning-tree port with the specified spanning-tree instance and interface has a port VLAN ID inconsistency and will be held in a spanning-tree blocking state until the port VLAN ID inconsistency is resolved. The specified spanning-tree instance is that of the native VLAN ID of the interface on the peer switch to which the specified interface is connected.

Recommended Action Make the configuration of the native VLAN ID consistent on the interfaces on each end of the 802.1Q trunk connection. Once the configuration has been corrected, spanning tree will automatically unblock the interfaces as appropriate.

Error Message

%SPANTREE-2-CHNL_MISCFG: Detected loop due to etherchannel misconfiguration of [chars] [chars]

Explanation A loop that caused the misconfiguration of a channel group has been detected. A change group misconfiguration might have the ports on one side of the EtherChannel either not configured to be in the channel, or failed to bundle, while the other side has successfully bundled the ports into the EtherChannel.

Recommended Action Determine which local ports are involved using the command **show interfaces status err-disabled** and then check the EtherChannel configuration on the remote device using the command **show etherchannel summary** on the remote device. Once the configuration has been corrected, Enter the shutdown and **no shutdown** commands on the associated port channel interface.

Error Message

%SPANTREE-2-LOOPGUARD_BLOCK: Loop guard blocking port [chars] on [chars].

Explanation The spanning tree message age timer has expired because no BPDUs were received from the designated bridge. Since this condition could be caused by a unidirectional link failure, the interface is put into blocking state and marked as "loop guard inconsistent" in order to prevent possible loops from being created.

Recommended Action Enter the **show spanning-tree inconsistentports** command to review the list of interfaces with loop guard inconsistencies. Determine why devices connected to the listed ports are not sending BPDUs. One reason for this condition could be that they do not run the spanning tree protocol; in this case, you should disable the loop guard feature in the inconsistent interfaces or start spanning tree protocol on the other side of the links, depending on the context.

Error Message

%SPANTREE-2-LOOPGUARD_CONFIG_CHANGE: Loop guard [chars] on port [chars].

Explanation The spanning tree loop guard configuration for the specified interface has been changed. If enabled, the interface will be put into blocking state and marked as "loop guard inconsistent" when the message age timer expires, because no BPDUs were received from the designated bridge. This feature is used mainly to detect unidirectional links.

Recommended Action Verify that this configuration is the desired one for the interface specified in the error message. If this is not the desired configuration, correct the configuration; no other action is required.

Error Message

%SPANTREE-2-LOOPGUARD_UNBLOCK: Loop guard unblocking port [chars] on [chars].

Explanation The interface specified in the error message, which had previously reported an inconsistency, has received a BPDU. If the inconsistency was due to a unidirectional link failure, the problem has been fixed. The loop guard inconsistency is cleared for the interface, which is taken out of the blocking state, if appropriate.

Recommended Action No action is required.

Error Message

%SPANTREE-2-NOMEM: Memory Allocation Failure - [chars]: [chars]

Explanation The system could not allocate the memory that is required for the STP feature. This condition might indicate that more memory must be installed on the system.

Recommended Action Check available memory and install more if necessary. If sufficient memory is available, reload the Cisco IOS software image on the affected platform. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac> and the SPA hardware troubleshooting documentation. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SPANTREE-2-PVSTSIM_FAIL: Superior PVST BPDU received on VLAN [dec] port [chars], claiming root [dec]:[enet]. Invoking root guard to block the port

Explanation When a PVST+ switch is connected to an MST switch, the IST root (MSTOO) becomes the root for all PVST+ spanning trees. There is a possibility of a loop if any of the PVST+ spanning trees has a better root than the IST. To prevent the loop, the port on the MST switch that receives the better message from the PVST+ side is blocked by a root guard.

Recommended Action When STP is converging after a new switch or switch port is added to the topology, this condition may happen transiently. The port unblocks automatically in such cases. If the port remains blocked, identify the root bridge as reported in the error message, and configure a lesser priority for the VLAN spanning tree. There could be better PVST roots than the message indicates, and the port does not recover until all such roots are cleared. If you are not sure if better PVST roots exists, disable and then reenale the port.

Error Message

%SPANTREE-2-PVSTSIM_OK: PVST Simulation inconsistency cleared on port %s.

Explanation The listed interface is no longer receiving PVST BPDUs advertising information inconsistent with the CIST port information. The PVST Simulation Inconsistency is cleared and the interfacereturns to normal operation

Recommended Action No action is required.

Error Message

%SPANTREE-2-RECV_1Q_NON_1QTRUNK: Received 802.1Q BPDU on non 802.1Q trunk [chars] [chars].

Explanation The specified interface on which a SSTP BPDU was received was in trunk mode, but was not using 802.1Q encapsulation.

Recommended Action Verify that the configuration and operational state of the specified interface and that of the interface to which it is connected have the same mode (access or trunk). If the mode is trunk, verify that both interfaces use the same encapsulation (ISL or 802.1Q). When these parameters are consistent, spanning tree will automatically unblock the interfaces as appropriate.

Error Message

%SPANTREE-2-RECV_BAD_TLV: Received SSTP BPDU with bad TLV on [chars] [chars].

Explanation The specified interface has received a SSTP BPDU that was missing the VLAN ID tag. The BPDU is discarded.

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

Error Message

%SPANTREE-2-RECV_PVID_ERR: Received BPDU with inconsistent peer vlan id [dec] on [chars] [chars].

Explanation The specified interface has received an SSTP BPDU that is tagged with a VLAN ID that does not match the VLAN ID on which the BPDU was received. This condition occurs when the native VLAN is not consistently configured on both ends of a 802.1Q trunk.

Recommended Action Make the configuration of the native VLAN ID consistent on the interfaces on each end of the 802.1Q trunk connection. Once this inconsistency has been corrected, spanning tree will automatically unblock the interfaces as appropriate.

Error Message

%SPANTREE-2-ROOTGUARD_BLOCK: Root guard blocking port [chars] on [chars].

Explanation A specified interface received a BPDU that advertises a spanning-tree root bridge that is superior to the one in use. The interface is put into blocking state and marked as "root guard inconsistent" in order to prevent a less-than-optimal spanning-tree topology to form.

Recommended Action Issue the **show spanning-tree inconsistentports** command to review the list of interfaces with root guard inconsistencies. Determine why devices connected to the listed ports are sending BPDUs with a superior root bridge and take action to prevent further occurrences. After the invalid BPDUs stop, the interfaces automatically recover and resume normal operation. Ensure that it is appropriate to have root guard enabled on the interface.

Error Message

%SPANTREE-2-ROOTGUARD_CONFIG_CHANGE: Root guard [chars] on port [chars].

Explanation The spanning tree root guard configuration for the specified interface has been changed. If spanning-tree is enabled, any BPDU received on this interface which advertises a superior spanning-tree root bridge to that already in use causes the interface to be put into blocking state and marked as "root guard inconsistent".

Recommended Action Verify that the configuration is the desired configuration for the specified interface and correct it if this is not the desired configuration. Otherwise, no action is required.

Error Message

%SPANTREE-2-ROOTGUARD_UNBLOCK: Root guard unblocking port [chars] on [chars].

Explanation The specified interface is no longer receiving BPDUs that advertise a spanning-tree root bridge superior to the one in use. If appropriate, the root guard inconsistency is cleared for the interface and the block is removed.

Recommended Action No action is required.

Error Message

%SPANTREE-2-RX_PORTFAST: Received BPDU on PortFast enabled port. Disabling [chars].

Explanation A BPDU that has spanning-tree PortFast enabled was received on the specified interface. Because the Spanning Tree BPDU Guard is also enabled, the interface is administratively shutdown.

Recommended Action Verify the configuration of PortFast on the interface. If PortFast behavior is desired, verify that the interface is connected to a host or router only and not to a bridge or a switch. After resolving the conflict, reenable the interface by entering the **no shutdown** command in interface configuration mode.

Error Message

%SPANTREE-2-UNBLOCK_CONSIST_PORT: Unblocking [chars] on [chars]. Port consistency restored.

Explanation The Port VLAN ID or Port Type inconsistencies have been resolved. Spanning tree will now unblock the specified interface of the specified spanning-tree instance as appropriate.

Recommended Action No action is required.

Error Message

%SPANTREE-3-BAD_PORTNUM_SIZE: Rejected an attempt to set the port number field size to [dec] bits (valid range is [dec] to [dec] bits).

Explanation The spanning tree port identifier is a 16-bit-wide field that is, by default, divided evenly between port priority and port number, with each subfield being 8 bits wide. This division allows the port number field to represent port numbers from 1 to 255. However, on systems with greater than 255 ports, the size of port number portion of the port ID must be increased to support the larger number of ports. This change is done by the STP subsystem at system initialization time because the maximum number of ports on a particular platform does not change. This error would occur only because of an error in the platform-specific code that caused it to request more (or fewer) bits than were possible.

Recommended Action Issue the **show version** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show version** command output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show version, show logging, and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPANTREE-3-PORT_SELF_LOOPED: [chars] disabled.- received BPDU src mac ([enet]) same as that of interface

Explanation The source MAC address contained in a BPDU that was received on the specified interface matches the MAC address assigned to that interface. This condition indicates that a port may be looped back to itself. This condition might be caused by a diagnostic cable that is being plugged in. The interface will be administratively shut down.

Recommended Action Check the interface configuration and any cable plugged into the interface. Once the problem has been resolved, reenable the interface by entering the **no shutdown** command in interface configuration mode.

Error Message

%SPANTREE-3-PRESTD_NEIGH: pre-standard MST interaction not configured ([chars]). Please, configure: 'spanning-tree mst pre-standard' on ports connected to MST pre-standard switches.

Explanation The switch has received a pre-standard MST BPDU on a port that is not configured for pre-standard MST BPDU transmission. The switch will automatically adjust its mode of operation on this port and will start sending pre-standard BPDUs. However, this auto-detection of pre-standard neighbors is not 100[atalk_address] accurate and it is recommended that you configure explicitly the port for pre-standard MST BPDU transmission. This warning message will only be displayed once.

Recommended Action Configure **spanning-tree mst pre-standard** on all the ports that are connected to switches running Cisco's prestandard version of MST. Migrate all the switches in the network to the IEEE standard MST version when it is possible. %SPANTREE-4-PORT_NOT_FORWARDING

: [chars] [chars] [chars] [chars]

Explanation The port is not a forwarding state and is not forwarding packets.

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

Error Message

%SPANTREE-5-EXTENDED_SYSID: Extended SysId [chars] for type [chars]

Explanation The extended system ID feature has been either enabled or disabled for the specified type of spanning tree. If the extended system ID feature has been enabled, the spanning tree instance identifier is stored in the lower portion of the bridge ID priority field. This condition will cause the allowed values for the bridge priority to be limited to the range from 0 to 61440 in increments of 4096. If the extended system ID feature has been disabled, the bridge ID priority field consists entirely of the configured priority, but some spanning tree features may not be available on a given platform (for example, 4096 VLAN support). On some platforms, this feature may be mandatory.

Recommended Action No action is required.

Error Message

%SPANTREE-5-PORTDEL_FAILNOTFOUND: [dec]/[dec] in vlan [dec] not found ([chars])

Explanation The port passed for deletion was not found in the spanning tree database. [dec]/[dec] is the module number/port number, vlan [dec] is the VLAN number and ([chars]) is an identifier for the task that started the deletion.

Recommended Action This message is for bugging purposes only. No action is required.

Error Message

%SPANTREE-5-ROOTCHANGE: Root Changed for %s %d: New Root Port is %s. New Root Mac Address is %e

Explanation The Root has changed for an instance of spanning tree

Recommended Action No action is required.

Error Message

%SPANTREE-5-TOPOTRAP: Topology Change Trap for %s %d

Explanation A trap has been generated to indicate the change in topology

Recommended Action No action is required.

Error Message

%SPANTREE-6-PORTADD_ALL_VLANS: [chars] added to all Vlans

Explanation The interface has been added to all Vlans.

Recommended Action No action is required.

Error Message

%SPANTREE-6-PORTDEL_ALL_VLANS: [chars] deleted from all Vlans

Explanation The interface has been deleted from all Vlans.

Recommended Action No action is required.

Error Message

%SPANTREE-6-PORT_STATE: Port [chars] instance [dec] moving from [chars] to [chars]

Explanation The spanning-tree port has changed state.

Recommended Action No action is required.

Error Message

%SPANTREE-7-BLOCK_PORT_TYPE: Blocking [chars] on [chars]. Inconsistent port type.

Explanation The specified interface has an inconsistent port type and is being held in a spanning-tree blocking state until the port type inconsistency is resolved.

Recommended Action Verify that the configuration and operational state of the specified interface and that of the interface to which it is connected have the same mode (access or trunk). If the mode is trunk, verify that both interfaces use the same encapsulation (ISL or 802.1Q). When these parameters are consistent, spanning tree will automatically unblock the interfaces as appropriate.

Error Message

%SPANTREE-7-PORTDEL_SUCCESS: [chars] deleted from Vlan [dec]

Explanation The interface has been deleted from Vlan.

Recommended Action No action is required.

Error Message

%SPANTREE-7-RECV_1Q_NON_TRUNK: Received 802.1Q BPDU on non trunk [chars] [chars].

Explanation A SSTP BPDU was received on the listed interface that was not operationally a trunk.

Recommended Action Verify that the configuration and operational state of the specified interface and that of the interface to which it is connected have the same mode (access or trunk). If the mode is trunk, verify that both interfaces use the same encapsulation (ISL or 802.1Q). When these parameters are consistent, spanning tree will automatically unblock the interfaces as appropriate.

Error Message

%SPANTREE-SP-2-RECV_PVID_ERR: Received BPDU with inconsistent peer vlan id [dec] on [char] [char]

Explanation The listed interface received an SSTP BPDU that is tagged with a VLAN ID that does not match the VLAN ID on which the BPDU was received. This condition occurs when the native VLAN is not consistently configured on both ends of an 802.1Q trunk. [dec] is the VLAN ID. The interface ID is [char].

Recommended Action Verify that the configuration of the native VLAN ID is consistent on the interfaces on each end of the 802.1Q trunk connection. Once the configuration is consistent, spanning tree automatically unlocks the interfaces.

Error Message

%SPANTREE-SP-7-BLOCK_PORT_TYPE: Blocking [chars] on [chars]. Inconsistent port type

Explanation The listed interface is being held in spanning tree blocking state until the port type inconsistency is resolved. [chars] is the port ID.

Recommended Action Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected are in the same mode (access or trunk). If the mode is trunk, verify that both interfaces have the same encapsulation (ISL or 802.1Q). Once these parameters are consistent, spanning tree automatically unblocks the interface as appropriate.

Error Message

%SPANTREE-SP-7-RECV_IQ_NON_TRUNK: Received 802.1Q BPDU on non trunk [chars]
[chars]

Explanation An SSTP BPDU was received on the listed interface, which is not an operational trunking interface. [chars] is the interface ID.

Recommended Action Verify that the configuration and operational state of the listed interface and that of the interface to which it is connected are in the same mode (access or trunk). If the mode is trunk, verify that both interfaces have the same encapsulation (none, ISL or 802.1Q). Once these parameters are consistent, spanning tree automatically unblocks the interface as appropriate.

Error Message

%SPANTREE_FAST-7-PORT_FWD_UPLINK: [chars] [chars] moved to Forwarding
(UplinkFast).

Explanation The specified interface has been selected as the new root port for the listed spanning-tree instance.

Recommended Action No action is required.

Error Message

%SPANTREE_VLAN_SHIM-2-MAX_INSTANCE: Platform limit of [dec] STP instances
exceeded. No instance created for [chars] (port [chars]).

Explanation The number of currently active VLAN spanning tree instances has reached a platform specific limit. No additional VLAN instances will be created until the number of existing instances drops below the platform limit. The message shows the smallest VLAN number of those VLANs that are unable have STP instances created.

Recommended Action Reduce the number of currently active spanning tree instances by either disabling some of the currently active spanning tree instances or deleting the VLANs associated with currently active spanning tree instances. Note : you need to manually enable the spanning-trees that were unable to be created due to limited instances.

Error Message

%SPANTREE_VLAN_SHIM-3-ADD_REGISTRY_FAILED: Subsystem [chars] fails to add
callback function [chars]

Explanation Other subsystem must have mistakenly added its own callback functions. This syslog is for debugging purpose.

Recommended Action No action is required.

Error Message

```
%SPANTREE_VLAN_SW-2-MAX_INSTANCE: Platform limit of [dec] STP instances exceeded.
No instance created for [chars] (port [chars]).
```

Explanation The number of currently active VLAN spanning tree instances has reached a platform-specific limit. No additional VLAN instances will be created until the number of existing instances drops below the platform limit. The message shows the smallest VLAN number of those VLANs that are unable to have STP instances created.

Recommended Action Reduce the number of currently active spanning tree instances by either disabling some of the currently active spanning tree instances or deleting the VLANs associated with the currently active spanning tree instances. Any spanning trees that were unable to be created because of limited instances must be enabled manually.

Error Message

```
%SPAN_PLATFORM-3-MULTI_DEST: Only one destination port allowed.
```

Explanation This platform allows one SPAN destination port only per SPAN session.

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

Error Message

```
%SPAN_PLATFORM-3-TX_VLAN: Tx Vlan not supported
```

Explanation This platform allows monitoring of VLANs only in the Rx direction.

Recommended Action Configure monitoring of VLANs in the Rx direction.

SPARC Messages

Error Message

```
%SPARC-3-DOWN: SPARC process is not responding, %s
```

Explanation The SPARC coprocessor subsystem is not responding to configuration commands.

Recommended Action The SPARC coprocessor will be restarted automatically when this happens. This is not a normal condition - recurrence of the problem could indicate a hardware failure. If this 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

SPA_CCB Messages

Error Message

```
%SPA_CCB-3-CMDFAIL_0ARG: %s: host command %d error: %s.
```

Explanation A command from host failed to execute for the given reason.

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

Error Message

```
%SPA_CCB-3-CMDFAIL_1ARG: %s: host command %d(arg0=%d) error: %s.
```

Explanation A CCB command failed to execute for the given reason.

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

Error Message

%SPA_CCB-3-CMDFAIL_2ARG: %s: host command %d(arg0=%d, arg1=%d) error: %s.

Explanation A command from host failed to execute for the given reason.

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

Error Message

%SPA_CCB-3-CMDFAIL_3ARG: %s: host command %d(arg0=%d, arg1=%d, arg2=%d) error: %s.

Explanation A command from host failed to execute for the given reason.

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

Error Message

%SPA_CCB-3-CMD_TOOEARLY: %s: host command %d received before handler ready.

Explanation Host command comes before handler is initialized

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

Error Message

%SPA_CCB-3-ENQUEUE_FAIL: %s: host command %d failed to enqueue.

Explanation An error occurred while the SPA console was attempting to enqueue a host command to command queue.

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

Error Message

%SPA_CCB-3-IF_CONFIG: %s: IF_CONFIG type %d failed.

Explanation Interface configuration type not valid for SPA card.

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

Error Message

%SPA_CCB-4-BADENCAP: %s: Unknown encapsulation command %d.

Explanation An invalid encapsulation command is received by SPA. This is a software error.

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

SPA_CHOXC Messages

Error Message

%SPA_CHOXC-3-'NULL': NULL [chars]

Explanation The NULL pointer was seen when getting the data structure.

Recommended Action This is an internal software error. Decode the traceback. Enable debug hw-module subslot / oir plugin when the problem is happening. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the output of the **show logging** and **show tech** commands.

Error Message

%SPA_CHOXC-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int]) encountered

Explanation The OC3/STM1 RP driver running configuration is corrupt.

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

Error Message

%SPA_CHOXC-3-CREATE_FAIL: Failed to create [chars] : slot/bay:[dec]/[dec]

Explanation The CHOXC SPA controller descriptor block creation failed. Check the amount of system memory available.

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

```
%SPA_CHOXC-3-FATAL_ERROR: Fatal error for [chars] : slot/bay:[dec]/[dec]
```

Explanation The CHOXC SPA controller encounters a fatal error.

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

```
%SPA_CHOXC-3-FRR_ERROR: Error in handling FRR: [chars], [chars], [hex], [hex]
```

Explanation An error occurred during FRR processing.

Recommended Action This is an internal software error. If this message recurs, decode the traceback. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac> and the SPA hardware troubleshooting documentation. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 running-config** command and your pertinent troubleshooting logs.

Error Message

```
%SPA_CHOXC-3-INVALID_SPA_TYPE: Invalid SPA type : slot/bay:[dec]/[dec],
spa_type=[dec].
```

Explanation The CHOXC SPA type cannot be recognized by the version of Cisco IOS software currently running on the system

Recommended Action Upgrade your system to the latest version of Cisco IOS software in your release train. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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

```
%SPA_CHOXC-3-NULL: NULL %s
```

Explanation The NULL pointer was seen in when getting the datastructure.

Recommended Action This is a internal software error. Decode the traceback. Enable debug hw-module subslot / oir plugin when the problem is happening. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the aboveinformation along with output of show logging and the output of show tech details.

Error Message

```
%SPA_CHOXC-3-NULL_INSTANCE: Null [chars] instance for [chars] :
slot/bay: [dec] / [dec]
```

Explanation The instance pointer is NULL when getting datastructure.

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

Error Message

```
%SPA_CHOXC-3-NULL_SUBBLOCK: Null ssb for [chars]
```

Explanation The HWIDB subblock is NULL.

Recommended Action This is a internal software error. Decode the traceback. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac> and the SPA hardware troubleshooting documentation. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center 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 running-config** command and your pertinent troubleshooting logs.

Error Message

%SPA_CHOXC-3-RETURN_ERROR: Return error for [chars]: return_value=[dec]

Explanation Return error code received.

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

Error Message

%SPA_CHOXC-3-UNKNOWN_OPTION: Received unknown [chars]: option=[dec]

Explanation Unknown option received.

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

Error Message

%SPA_CHOXC-5-DEF_SUBRATE: [chars] [chars]

Explanation The remote subrate configuration has changed.

Recommended Action Inform the network operator that subrate configuration changed by remote end.

Error Message

%SPA_CHOXC_CWRP-1-ALLOCFAIL: OC3/STM1 [dec]/[dec] [chars] allocation failure

Explanation CHOXC controller or channel memory allocation failure.

Recommended Action This is an internal software error. Decode the traceback. Enable debug hw-module subslot / oir plugin when the problem is happening. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the output of the **show logging** and **show tech** commands.

Error Message

```
%SPA_CHOXC_CWRP-3-APS_CMD_FAIL: Failed to send APS command [hex] to [chars]
(retcode [hex])
```

Explanation APS command sending failed.

Recommended Action This is a internal software error. If this error happened while configuring APS, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SPA_CHOXC_CWRP-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int])
encountered
```

Explanation The OC3/STM1 RP driver running configuration is corrupt.

Recommended Action This is a internal software error. Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** 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. Provide the output of the **show tech** command.

Error Message

```
%SPA_CHOXC_CWRP-3-FRR_ERROR: Error in handling FRR: [chars], [chars], [hex], [hex]
```

Explanation Error in FRR processing.

Recommended Action This is a internal software error. If this error happened while configuring FRR, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <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

%SPA_CHOXC_CWRP-3-NULL_SUBBLOCK: Null ssb for [chars]

Explanation The hwidb subblock is NULL.

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

Error Message

%SPA_CHOXC_CWRP-3-PLUGIN_ERR: [chars]

Explanation The RP plugin encountered an error during one of the Plugin calls.

Recommended Action This is a internal software error. Decode the traceback. Enable debug **hw-module subslot / oir plugin** when the problem is happening. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pegi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the above information along with the output of the **show logging** and **show tech** commands.

Error Message

%SPA_CHOXC_CWRP-3-TIMEOUT: Interface ([chars]): [chars]

Explanation The CHOXC RP driver queries the LC for SONET information, the LC didn't reply.

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

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the above information along with the output of the **show logging** and **show tech** commands.

Error Message

%SPA_CHOXC_CWRP-5-DEF_SUBRATE: [chars] [chars]

Explanation Remote subrate configuration changed.

Recommended Action Inform the network operator that subrate configuration changed by remote end.

Error Message

%SPA_CHOXC_CWRP-5-PATH_UPDOWN: Path [chars], changed state to [chars]

Explanation A Sonet high order path changed its state.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the path level. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the above information along with the output of **show tech** details

Error Message

%SPA_CHOXC_CWRP-5-T3_UPDOWN: T3 [chars], changed state to [chars]

Explanation A T3 within STS1 changed its state.

Recommended Action This is a internal software error. Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the T3 level. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the above information along with the output of **show tech** details

Error Message

%SPA_CHOC_DSX-3-AUTODNR: [chars] failed for slot [dec] bay [dec]

Explanation The AUTODNR/USNDNR process has failed. The SPA and LC are out of synchronization. This condition indicates a software error.

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

Error Message

%SPA_CHOC_DSX-3-BAD_SIZE_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered. The SPA is being restarted.

Explanation The SPA driver detected an error event on the HDLC controller.

Recommended Action The SPA driver has encountered an error event on the SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <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

%SPA_CHOC_DSX-3-COR_MEM_ERR: SPA [dec]/[dec]: [dec] correctable [chars] memory error(s) encountered. The error has been corrected and normal processing should continue. The memory address of most the recent error is: [hex]

Explanation The SPA driver detected a correctable memory error on the SPA card.

Recommended Action The SPA has encountered a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. If the condition persists, or other errors are indicated for the SPA, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <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

```
%SPA_CHOC_DSX-3-EFC_ERROR: EFC ERROR : %s - %s %u
```

Explanation The SPA Extended Flow Control encountered an error

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

Error Message

```
%SPA_CHOC_DSX-3-HDLC_CTRL_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.
```

Explanation The SPA driver detected an error event on the HDLC Controller.

Recommended Action The SPA driver has encountered an error event on the SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <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

```
%SPA_CHOC_DSX-3-INVALID_IF_TYPE: Invalid SPA type %d on %s. Port Number = %d.
```

Explanation The software can not recognize the interface type

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

Error Message

%SPA_CHOC_DSX-3-INVLIAD_IF_INDEX: Invalid interface index %d on slot/bay:%d/%d.
Min. Index = %d. MAX. Index = %d.

Explanation The index is not valid for the interface specified in the error message.

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

Error Message

%SPA_CHOC_DSX-3-LINK_TABLE_ERR: [chars]: Could not create link table, error [dec]

Explanation Error creating link record table. Interfaces may not come up / pass traffic.

Recommended Action If the ports on the SPA are not operating as expected, power down and reseat the indicated SPA card. If the error messages persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <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

%SPA_CHOC_DSX-3-NODESTROYSUBBLOCK: The %s subblock named %s was not removed

Explanation IDB sub-blocks could not be removed during the unprovisioning of a channel. This condition indicates a software error.

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

Error Message

%SPA_CHOC_DSX-3-NULL_DATA_STRUCTURE: Failed to create %s on slot/bay:%d/%d. Port Number = %d.

Explanation The software resource can not 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SPA_CHOC_DSX-3-NULL_SPA_PTR:

Explanation The pointer to an SPA value is of a null value.

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

Error Message

%SPA_CHOC_DSX-3-PERIODIC_PROCESS: [chars]: periodic process error [chars].

Explanation The SPA driver detected an error with the periodic processing routine.

Recommended Action If the ports on the SPA are not operating as expected, take it out of service by entering the hw-module subslot slot#/bay# stop command followed by hw-module subslot slot#/bay# start command for the indicated SPA card. If the error messages 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

%SPA_CHOC_DSX-3-SEMAHOG: SPA on [chars]: Semaphore Hog was encountered.Hogged by process [chars]

Explanation The semaphore used by the IPC communication between host and the SPA was hogged by one process. This behavior would cause other processes to fail to send commands down to the SPA. This might result in improper operation.

Recommended Action First, stop all the traffic on the SPA and then reload the configuration by entering a **shut** command then a **no shut** command on the controllers. If this message recurs, power cycle the SPA. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the information you have gathered with a **show tech-support** command to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%SPA_CHOC_DSX-3-SPA_CMD_RETURN_ERR: SPA command %s return error %u

Explanation The SPA returned an error status for a host command

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

Error Message

%SPA_CHOC_DSX-3-SPA_CMD_SEND_ERR: Failed to send %s command to SPA

Explanation The host failed to send a command to SPA

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

Error Message

%SPA_CHOXC_DSX-3-SPA_SW_ERR: SPA on [chars]: [chars] Software error was encountered.

Explanation The SPA driver detected a Software error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a Software error. Please first reload the configuration by doing shut/no shut on the controllers. If the problem persists, please power cycle the SPA. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the information you have gathered with a **show tech-support** command to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%SPA_CHOXC_DSX-3-SPI4_HW_ERR: SPA on [chars]: [chars] Hardware error was encountered.

Explanation The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.

Recommended Action The SPA driver has encountered a Hardware error on the SPA's SPI4 bus. Please power down and reseal the indicated SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the information you have gathered with a **show tech-support** command to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%SPA_CHOXC_DSX-3-UNCOR_MEM_ERR: SPA [dec]/[dec]: [dec] uncorrectable [chars] memory error(s) encountered. The memory address of most the recent error is: [hex] The SPA is being restarted.

Explanation The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result.

Recommended Action The SPA driver has encountered an uncorrectable memory error on the SPA card. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. Please power down and reseal the indicated SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log.

Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the information you have gathered with a **show tech-support** command to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%SPA_CHOC_DSX-3-UNCOR_PARITY_ERR: SPA [dec]/[dec]: [dec] [chars] parity error(s)
encountered. The address of the most recent error is: [hex]
```

Explanation The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.

Recommended Action Please power down and reseat the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the information you have gathered with a **show tech-support** command to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%SPA_CHOC_DSX-3-UNKNOWN_CMD: Unknown %s command recieved on slot/bay:%d/%d.
Command Type = %d
```

Explanation An unknown command was recieved by the SPA card carrier

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

Error Message

```
%SPA_CHOC_DSX-3-VCCFG_ERROR: Interface [chars] config command error (cmd [int], arg [int], retval [int])
```

Explanation A command sent from the system to a line card has failed.

Recommended Action This is an internal software error. Decode the traceback and get the output of the **show logging** command on RP and SIP1 and check if there are any errors being reported. Try to recreate the problem to see if there is a consistent method to recreate. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the above information along with the output of the **show tech-support** command.

Error Message

```
%SPA_CHOC_DSX-4-UNPROV_FAIL: Interface [chars] unprovisioning failed: [chars]
```

Explanation The system failed to respond to an unprovisioning command. A hidden VLAN could not be deleted within a 2 second timeout window. This condition may be caused by a system that is too busy, or by a FIB IPC failure. The line card driver code will attempt to delete the hidden VLAN.

Recommended Action If processing continues normally, no action is required. If system operation is adversely affected, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Provide the information you have gathered with a **show tech-support** command to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%SPA_CONSOLE-3-BADDETACH: SPA console session detach failed with IPC error %s.
```

Explanation A failure occurred when attempting to detach SPA console 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SPA_CONSOLE-3-CANTSEND: Cannot send SPA console messages.

Explanation An error occurred while the IPC was sending an SPA console message. This condition might result in a malfunction in the operation of the IPC.

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

Error Message

%SPA_CONSOLE-3-INITFAIL: SPA console initialization error: [chars]

Explanation A failure occurred during initialization of the SPA console subsystem. The SPA console may not be 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPA_CONSOLE-3-NOBUF: No packet buffer available for sending SPA console messages

Explanation An error occurred while the SPA console was attempting to acquire a packet buffer from the IPC buffer pool.

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

Error Message

%SPA_CONSOLE-3-NO_DRIVER: %s: VCON_SPACP : Driver not ready.

Explanation SPA sends a message before linecard was fully initialized.

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

Error Message

%SPA_CONSOLE-3-RX_BUS_PARAM: %s: VCON_SPACP : Invalid SPA bus parameters.

Explanation There was an error receiving a message from SPA.

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

Error Message

%SPA_CONSOLE-3-TX_BUS_PARAM: %s: VCON_SPACP : Invalid SPA bus parameters.

Explanation There was an error sending a message to SPA.

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

Error Message

%SPA_CONSOLE-5-CANTGET: Cannot get spa client ipc port

Explanation Spa vcon sub block is not initialized properly

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

Error Message

%SPA_CONSOLE-5-CANTSEND: Cannot send SPA console messages.

Explanation An error occurred while a SPA console message was being sent via the IPC. This condition might result in a malfunction in the operation of the IPC.

Recommended Action LOG_STD_SH_CMD_ACTION (show ipc status)

Error Message

%SPA_CONSOLE-5-CANTSET: Cannot set spa client ipc port

Explanation Spa vcon sub block is not initialized properly

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

Error Message

%SPA_CONSOLE-5-QUEUEFULL: Queue holding SPA console messages is full current console packet will be dropped

Explanation An error occurred while the SPA console was Queueing a packet for transmission. Some console data may be lost

Recommended Action LOG_STD_SH_CMD_ACTION (show ipc status)

Error Message

%SPA_CT3-3-INVALID_SPA_TYPE: Invalid SPA type : slot/bay:[dec]/[dec],
spa_type=[dec].

Explanation The Channelized T3 SPA type cannot be recognized by the version of Cisco IOS software currently running on the system

Recommended Action Upgrade your system to the latest version of Cisco IOS software in your release train. If you require further assistance,

Error Message

%SPA_CT3-3-PROCESS_FAIL: process creation failed for %s

Explanation A command could not be processed because of a process creation failure.

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

Error Message

%SPA_CT3-3-SUBRATE_FPGA_DL_FAILED: %s: Failed to download the subrate FPGA image.

Explanation The indicated SPA was not able to download the subrate FPGA image during card initialization sequence. The image might be corrupted and the system will try to recover from this error by upgrading the image.

Recommended Action If the system cannot recover from this error automatically after a few attempts, it will power-off the affected SPA. In this case, copy the error message exactly as it appears and gather the output of the show hw-module subslot slot/subslot fpd and show hw-module subslot slot/subslot oir commands, then contact your technical support representative with the gathered information.

SPA DATABUS Messages

Error Message

%SPA_DATABUS-3-PACKET_GAP_ERROR: [chars] - A packet gap error has occurred

Explanation The data bus interface on this line card is experiencing a hardware-related problem. No loss of data or data corruption should occur. Packets should continue to be forwarded. This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_DATABUS-3-SPI4_BAD_CHAN_NUM: [chars] - An error condition on the SPA data bus has occurred.

Explanation An error condition has occurred on the SPA data bus. This condition can be caused only by a software fault.

Recommended Action Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. You may need to load a more recent version of the software. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. The **show hw-module slot-number/subslot-number errors spi4** command can be used to determine the number of times this error has occurred.

Error Message

%SPA_DATABUS-3-SPI4_BAD_CNTR_WORD: [chars] - An error condition on the data bus between the SPA and the MSC has occurred.

Explanation An error condition has occurred on the data bus between the SPA and the MSC. Symptoms of this condition include data corruption and short-duration data loss. In addition, the interface may become unusable (locked up). This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_DATABUS-3-SPI4_CALENDAR_LEN: [chars] - An error condition on the data bus between the SPA and the MSC has occurred.

Explanation An error condition has occurred on the data bus between the SPA and the MSC. This condition is caused by a software fault.

Recommended Action Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. You may need to load a more recent version of the software. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. The **show hw-module slot-number/subslot-number errors spi4** command can be used to determine the number of times this error has occurred.

Error Message

%SPA_DATABUS-3-SPI4_CTRL_WD_NO_DIP4: [chars] - An error condition on the data bus between the SPA and the MSC has occurred.

Explanation An error condition has occurred on the SPA data bus. Symptoms of this condition include data corruption and a short-duration data loss. This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_DATABUS-3-SPI4_FIFO_STATUS_BUS: [chars] - FIFO status bus out of frame condition has occurred.

Explanation The data bus interface on this line card is experiencing a hardware-related problem. When this condition is occurring, the interface will be down or will not forward any traffic. This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_DATABUS-3-SPI4_OUT_OF_FRAME: [chars] - A data bus out of frame error condition has occurred

Explanation The data bus interface on this line card is experiencing a hardware-related problem. When this condition is occurring, the interface will be down or will not forward any traffic. This error will occur only with a hardware failure.

Recommended Action Power down and reseal the card. If this error recurs, find out whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_DATABUS-3-SPI4_SEQUENCE: [chars] - A sequence error has occurred.

Explanation A sequence error has occurred on the data bus between the SPA and the MSC. When this condition is occurring, a short-duration packet loss may be noticed. This condition may indicate a developing hardware failure. This error should occur very infrequently during normal operation and should not occur when no changes have been made to the configuration. This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_DATABUS-3-SPI4_SINGLE_DIP2_PARITY: [chars] - A single DIP 2 parity error on the FIFO status bus has occurred.

Explanation The data bus interface on this line card is experiencing a hardware-related problem. Some packets may be dropped. This error will occur only with a hardware failure.

Recommended Action If this error recurs, verify whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_DATABUS-3-SPI4_SINGLE_DIP4_PARITY: [chars] - A single DIP4 parity error has occurred on the data bus.

Explanation A single parity error has occurred on the data bus between the SPA and the MSC. When this condition is occurring, a short-duration packet loss or symptoms resulting from data corruption may occur. This condition may indicate a developing hardware failure. This error should occur very infrequently during normal operation and should not occur when no changes have been made to the configuration. This error will occur only with a hardware failure.

Recommended Action Power down and reseal the card. If this error recurs, verify whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_DATABUS-3-SPI4_SINK_FIFO_OVERFLOW: [chars] - An error condition on the data bus between the SPA and the MSC has occurred.

Explanation An error condition has occurred on the data bus between the SPA and the MSC. Possible causes of this condition include a misconfiguration of the maximum burst parameters, an incorrect FIFO sizing, and incorrect FIFO threshold settings.

Recommended Action Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. You may need to load a more recent version of the software. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show hw-module** slot-number/subslot-number **errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. The **show hw-module** slot-number/subslot-number **errors spi4** command can be used to determine the number of times this error has occurred.

Error Message

%SPA_DATABUS-3-SPI4_SINK_FIFO_UNDERRUN: [chars] - An error condition on the data bus between the SPA and the MSC has occurred.

Explanation An error condition has occurred on the data bus between the SPA and the MSC. Possible causes of this condition include misconfiguration of the maximum burst parameters, incorrect FIFO sizing, and incorrect FIFO threshold settings.

Recommended Action Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. You may need to load a more recent version of the software. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show hw-module** slot-number/subslot-number **errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. The **show hw-module** slot-number/subslot-number **errors spi4** command can be used to determine the number of times this error has occurred.

Error Message

`%SPA_DATABUS-3-SPI4_UNALIGNED_BURST: [chars] - An error on the data bus has occurred.`

Explanation In a normal processing situation, transitions from the data burst state to the payload control or idle control state are possible only on integer multiples of 8 cycles, or upon the end of packet reception. This error could occur if the MW bit has flipped on the bus with a coincidental good DIP-4 reading, or a source has not been operating normally. This error will occur only with a hardware failure.

Recommended Action Power down and reseat the card. If this error recurs, verify whether the failed hardware is the MSC or the SPA. If diagnostic operations are supported by the platform, attempt to run diagnostic operations on the suspected hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the **show hw-module slot-number/subslot-number errors spi4** command, with slot-number being the slot number and subslot-number being the subslot number of the affected card, **show logging** and **show tech-support** commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

`%SPA_DSPRM-5-RESTART: DSP ([dec]/[dec]/[dec]) is restarted`

Explanation The digital signal processor (DSP) device has restarted.

Recommended Action No action is required.

SPA_EEPROM Messages

Error Message

`%SPA_EEPROM-3-FIELD_NOT_FOUND: %s: Failed to find content of field type 0x%x with data size = %d bytes. The EEPROM might require an update.`

Explanation System failed to find the content of the indicated field type from the SPA EEPROM. The format of the EEPROM of the indicated SPA might not be up to date.

Recommended Action SPA_EEPROM_STD_BUG_ACTION

Error Message

`%SPA_EEPROM-3-FORMAT_ERROR: %s: %s. The EEPROM might require an update.`

Explanation A format error has been detected in the EEPROM of the indicated SPA. The type of error is indicated in the error message.

Recommended Action SPA_EEPROM_STD_BUG_ACTION

Error Message

%SPA_EEPROM-3-READ_FAILED: Failed to read the EEPROM content of %s in %s (offset=0x%x, num_byte=%u)

Explanation System failed to read the EEPROM content of the indicated SPA with the specified offset value and number of bytes to read.

Recommended Action SPA_EEPROM_STD_BUG_ACTION

Error Message

%SPA_EEPROM-3-RPC_FAILED: Failed to send RPC message to %s EEPROM of %s in %s - %s

Explanation System failed to send a RPC message to read/write the EEPROM of the indicated SPA. The cause of the error condition is shown in the error message.

Recommended Action SPA_EEPROM_STD_RESOURCE_ACTION

Error Message

%SPA_EEPROM-3-SET_WR_PROTECT_FAILED: %s: Failed to %s the EEPROM write protect mode on %s.

Explanation System failed to enable/disable the write protect mode for SPA EEPROM on the indicated device. This might happen if the device were busy performing other tasks.

Recommended Action SPA_EEPROM_STD_BUG_ACTION

Error Message

%SPA_EEPROM-3-SW_ERROR: NULL

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

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

Error Message

%SPA_EEPROM-3-WRITE_FAILED: Failed to write the EEPROM content for %s in %s (offset=0x%x, num_byte=%u)

Explanation System failed to write data into the EEPROM of the indicated SPA with the specified offset value and number of bytes to write.

Recommended Action SPA_EEPROM_STD_BUG_ACTION

Error Message

%SPA_EEPROM-4-CANNOT_UPDATE: %s: EEPROM data cannot be updated at this moment because the SPA is not in service.

Explanation The EEPROM update operation cannot be performed because the indicated SPA could have been in out of service state, admin down state or is trying to get initialized.

Recommended Action Retry the operation when the SPA is in service. The operational status of the SPA can be checked with the show hw-module subslot slot/subslot oir command. If the SPA is shown in out of service state, correct the indicated problem before the retry to update EEPROM. If the state shown is in admin down, re-enable the SPA with no hw-module subslot slot/subslot shutdown command.

Error Message

%SPA_EEPROM-4-DATA_TRUNCATED: %s: Data will be truncated for field type 0x%x - size (%u bytes) too big for this field type (%u bytes)

Explanation The provided data to be written into the indicated field type of SPA EEPROM is too big and the data will be truncated in order to fit into the allowed space.

Recommended Action Retry the operation again with a data size that will fit into the indicated size for the field type.

SPA_ETHER Messages

Error Message

%SPA_ETHER-1-ALLOCFAIL: Subslot [dec]/[dec], [chars] allocation failure ([chars])

Explanation The router has failed to allocate sufficient memory for a software module on the Ethernet SPA located in the specified subslot. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the software module.

Recommended Action Perform an OIR operation for the SPA located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. Enter the show memory summary command to attempt to determine the cause of the error. Reduce system activity to reduce memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SPA_ETHER-3-HW_ERROR: Subslot [dec]/[dec], [chars] Hardware device error  
([chars]) detected, reactivating the SPA
```

Explanation An internal hardware device error has occurred on the Ethernet SPA. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the hardware device. The SPA has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the SPA will be made. This condition is most likely due to an unrecoverable hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the show diag command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SPA_ETHER-3-INITFAIL: Subslot [dec]/[dec], [chars] initialization failure  
([chars])
```

Explanation Initialization of an internal device on the Ethernet SPA in the specified subslot has failed. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the device that failed to initialize. The message also provides the interface name and other details about the error.

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

Error Message

%SPA_ETHER-3-INVALID_PORT: Subslot [dec]/[dec], [chars] Incorrect port number ([dec]) specified for SPA

Explanation An internal error has been encountered by the Ethernet software driver for the SPA. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the invalid interface port number. This condition is caused by a software error.

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

Error Message

%SPA_ETHER-3-SEND_MSG: Subslot [dec]/[dec], [chars] Failed to notify driver process about a line state change in one of the SPA interfaces

Explanation A state change has occurred on the line of one of the interface ports on the Ethernet SPA. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. Information to identify the affected interface port on the SPA is not provided. The affected interface might not function properly.

Recommended Action Perform an OIR operation for the SPA that is located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. Enter the show memory summary command to attempt to determine the cause of the error. Reduce system activity to reduce memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SPA_ETHER-3-SFP_EEPROM_READ_FAIL: [chars], [chars] initialization failure ([chars])
```

Explanation The pluggable transceiver module (SFP) on the Ethernet SPA could not be initialized because the EEPROM on the pluggable transceiver module (SFP) could not be read. The error message specifies the modular services card slot, the SPA subslot, the SPA port, the SPA type and the name of the device that failed to initialize.

Recommended Action Ensure that the pluggable transceiver module (SFP) is properly seated in the SPA port by reseating it. 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 may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SPA_ETHER-3-SFP_SEC_FAIL: [chars], [chars] initialization failure ([chars])
```

Explanation The pluggable transceiver module (SFP) on the Ethernet SPA could not be initialized because it could not pass the SFP security check. The error message specifies the modular services card slot, the SPA subslot, the SPA port, the SPA type and the reason for the security check failure.

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

Error Message

%SPA_ETHER-3-SPI4_NOT_IN_SYNC: Subslot [dec]/[dec], [chars] SPI4 internal interface is not synchronized with the modular services card for the SPA located in the specified subslot.

Explanation The SPI4 internal path between the modular services card and the SPA is not synchronized. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This error indicates that either the SPA is not properly inserted into the MSC or a hardware failure has occurred on the SPA.

Recommended Action Perform an OIR operation for the SPA that is located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the error message text exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPA_ETHER-3-TCAM_ACCESS_FAILURE: Subslot [dec]/[dec], [chars] Failure in accessing the TCAM device ([chars], status = [hex])

Explanation An attempt to access the TCAM device on the SPA has failed. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a hardware failure.

Recommended Action Perform an OIR operation for the SPA located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the error message text exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPA_ETHER-3-TCAM_INST_CREATE_FAIL: Subslot [dec]/[dec], [chars] Failed to create the TCAM management instance (status = [hex])

Explanation The SPA failed to create the internal data structures that are required to manage TCAM entries. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a software error.

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

Error Message

%SPA_ETHER-3-TCAM_MAC_DA_TABLE_ACCESS_FAILURE: Subslot [dec]/[dec], [chars] Failure in accessing the TCAM destination MAC address table ([chars])

Explanation The TCAM destination MAC address table for the SPA interface could not be accessed. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface number. This error indicates either a software error or a hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the error message text exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPA_ETHER-3-TCAM_MAC_DA_TABLE_INVALID: Subslot [dec]/[dec], [chars] Destination MAC address filter table is invalid for interface [dec]

Explanation The internal data structure that is used by the SPA to manage the destination MAC address filtering for an interface port is invalid. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the interface port. This condition indicates a software error.

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

Error Message

%SPA_ETHER-3-TCAM_VLAN_TABLE_ACCESS_FAILURE: Subslot [dec]/[dec], [chars] Failure in accessing the TCAM VLAN address table ([chars])

Explanation An attempt to access the TCAM VLAN table for the SPA has failed. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface. This condition indicates either a software error or a hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPA_ETHER-3-TCAM_VLAN_TABLE_INVALID: Subslot [dec]/[dec], [chars] VLAN filter table is invalid for interface [dec]

Explanation The internal data structure used by the SPA to manage the VLAN filtering is invalid. The SPA supports a separate VLAN table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface. This condition indicates a software error.

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

Error Message

%SPA_ETHER-4-BAY_NOT_FOUND: Subslot [dec]/[dec], [chars] Failed to get the bay information

Explanation A software data structure could not be retrieved for the subslot. The message text specifies the modular services card slot, the affected subslot, and the SPA type. This condition indicates a software error.

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

Error Message

```
%SPA_ETHER-4-NOPROCESS: Subslot [dec]/[dec], [chars] creation of [chars] process failed
```

Explanation A software process to manage the SPA could not be created. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the process. This error message will be accompanied by a Cisco IOS software error message that gives more information about the cause for this failure.

Recommended Action Enter the show memory summary command to attempt to determine the cause of the error. Reduce system activity to reduce memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SPA_ETHER-4-TCAM_MAC_DA_TABLE_FULL: Subslot [dec]/[dec], [chars] Destination MAC address filter table is full for interface [dec], MAC address = [enet], mask = [enet]
```

Explanation The TCAM destination MAC address table for an interface on the SPA is full. The SPA supports a separate MAC table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, the affected interface, and the MAC address. The specified MAC address will not be added to the TCAM table.

Recommended Action Attempt to remove some of the registered MAC addresses for the interface by changing the interface configuration. To verify the MAC addresses currently in use by an interface, enter the show controllers command.

Error Message

```
%SPA_ETHER-4-TCAM_VLAN_TABLE_FULL: Subslot [dec]/[dec], [chars] VLAN filter table is full for interface [dec], VLAN identifier = [dec]
```

Explanation The TCAM VLAN filter table for an interface on the SPA is full. The SPA supports a separate MAC table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, the affected interface, and the VLAN entry that failed. The specified VLAN identifier will not be added to the TCAM table.

Recommended Action Attempt to remove some of the registered VLANs for the interface by changing the interface configuration. To verify the VLAN IDs currently in use by an interface, enter the show controllers command.

Error Message

```
%SPA_ETHER-4-TEMPERATURE_READ_FAIL: Subslot [dec]/[dec], [chars] Failed to read current temperature from sensor [dec], (status = [hex])
```

Explanation The current temperature reading on the SPA cannot be determined. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SPA_ETHER-4-VOLTAGE_READ_FAIL: Subslot [dec]/[dec], [chars] Failed to read the current voltage for [chars] supply
```

Explanation The current voltage reading for the SPA voltage supply cannot be determined. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the identification of the voltage supply. This condition indicates a hardware failure.

Recommended Action Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the hw-module subslot stop command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SPAN_PLATFORM Messages

Recommended Action The following are Switchport Analyzer platform-specific messages.

Error Message

%SPA_ETHER-6-TCAM_VLAN_FILTERING_DISABLED: Subslot [dec]/[dec], [chars] TCAM VLAN filter table is full, disabling VLAN filtering for interface [dec]

Explanation VLAN filtering for the specified interface has been disabled because the VLAN table is full. This means that the SPA will transmit frames destined for any VLAN ID to the route processor. The SPA supports a separate VLAN table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface.

Recommended Action To verify the VLAN IDs that are currently in use by an interface, enter the show controllers command. You can remove some of the existing VLANs from the interface configuration to reactivate VLAN filtering on the indicated interface.

Error Message

%SPA_ETHER-6-TCAM_VLAN_FILTERING_ENABLED: Subslot [dec]/[dec], [chars] Enabling VLAN filtering for interface [dec]

Explanation VLAN filtering for the specified interface is enabled. The SPA supports a separate VLAN table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface.

Recommended Action VLAN filtering has been reactivated, and the VLAN table is no longer full. This means that the SPA will transmit frames to the route processor only for those VLAN IDs configured on the specified interface. To verify the VLAN IDs that are currently in use by an interface, enter the show controllers command.

Error Message

%SPA_FPD-2-PWR_NO_OK: SPA POWER OK signal is not asserted for [chars] in [chars] for FPD upgrade.

Explanation The check for SPA POWER OK signal assertion failed. This might indicate a hardware problem with the SPA.

Recommended Action Contact your Cisco technical support representative to have the SPA replaced.

Error Message

%SPA_FPD-3-ADM106X_EEPROM_READ_ERROR: [chars]: Failed to read the content of ADM106x [chars] EEPROM section - [chars]

Explanation The read operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

Recommended Action Retry the same operation again later. If the problem persists, remove the configuration of the SPA before trying the operation again.

Error Message

%SPA_FPD-3-ADM106X_EEPROM_VERIFY_ERROR: [chars]: Verification of write operation failed in ADM106x [chars] EEPROM section for address [hex] - read value '[hex]', expected value '[hex]'.

Explanation The verification of the write operation has found a mismatch on the EEPROM data. The problem might be an indication of aging effect on the device that can no longer hold written data.

Recommended Action Retry the upgrade operation again later. If the problem persists, replace the SPA.

Error Message

%SPA_FPD-3-ADM106X_EEPROM_WRITE_ERROR: [chars]: Failed to write new configuration into ADM106x [chars] EEPROM section - [chars]

Explanation The write operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

Recommended Action Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying the upgrade operation again

Error Message

%SPA_FPD-3-ADM106X_READ_VER_ERROR: [chars]: Failed to read version info from ADM106x device - [chars]

Explanation The read operation to ADM106x is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

Recommended Action Try to reload the SPA with the **hw-module subslot slot#/subslot# reload** command to correct the failure. If problem persists, move the SPA to another bay of the carrier card.

Error Message

%SPA_FPD-3-GETVER_FAILED: %s: Failed to get FPD version for %s (ID=%d): %s.

Explanation Failed to get FPD version due to either IPC problem or operation error. The card will be disabled.

Recommended Action Check SPA seating and SPA status. Ensure compatibility among FPD, IOS and possible SPA firmware by comparing output of command show hw-module subslot fpd with IOS Release Notes. Obtain IOS version by command show version.

Error Message

%SPA_FPD-3-IHEX_PARSE_ERROR: NULL

Explanation This error is seen when there is a problem in the format of the Intel HEX data; it should not be seen under normal operation.

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

%SPA_FPD-3-JTAG_ERR: [chars]: Failed to program a [chars] FPD image file. Error code [hex].

Explanation While attempting to program a SPA FPGA via JTAG bus, an error occurs. It could be caused by an outdated carrier card FPGA or SPA connection. It might also flag an internal software error.

Recommended Action Retry the upgrade after reseating SPA. Verify carrier card FPGA is current. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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

%SPA_FPD-3-PWR_OFF_FAILED: Failed to power-off [chars] in [chars] for FPD offline upgrade within [dec] seconds.

Explanation The power-off operation of the indicated SPA failed within the number of specified seconds. This might indicate that the time used to wait for SPA to power-off is not long enough, which can happen if the SPA has a lot of interfaces configured.

Recommended Action Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying again the upgrade operation.

Error Message

%SPA_FPD-3-SMM665_CONF_WRITE_ERROR: [chars]: Failed to write new configuration into SMM665 device.

Explanation The write operation to SMM665 is performed through C2W serial interface from SPA carrier card, the indicated failure might be caused by busy C2W serial interface.

Recommended Action Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before trying again the upgrade operation.

Error Message

%SPA_FPD-3-SW_ERROR: [chars]

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

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

Error Message

%SPA_FPD-3-UPGRADE_FAILED: %s: Failed to upgrade FPD, %s.

Explanation The FPD image upgrade operation failed. This error is specific to the SPA. The cause could be a wrong image file, error in accessing fpga storage, physical interrupt such as power failure or card removal. Depending on SPA type and error cause, the card could be in an unusable status. Normally the system automatically reattempts the upgrade and shuts the card after repeated failures.

Recommended Action Do not interrupt the system while an FPD upgrade is in progress. Obtain the matching FPD package. Refer to IOS Release Notes for more information on obtaining the correct FPD package for the SPA. Review the output of the RP FPD logs.

Error Message

%SPA_GE_DWDM-3-DWDM_ERROR: [chars]

Explanation SPA driver detected an error in the DWDM initialization routine.

Recommended Action The SPA driver has detected problem with DWDM initialization routine. If the ports on the SPA are not operating as expected, power down and reseat the indicated SPA 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. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%SPA_GE_DWDM-3-MALLOC_FAILED: [chars]

Explanation The SPA driver detected a memory error on the SPA card.

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

%SPA_GE_DWDM-3-NULL_DATA_STRUCTURE: [chars] [dec] [dec]

Explanation The SPA driver detected NULL data during DWDM initialization.

Recommended Action Reload the SPA 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

%SPA_GE_DWDM-3-PLL_NOT_LOCKED: [chars] not locked after [dec] retries [hex]

Explanation The SPA driver failed to initialize the PLL.

Recommended Action The SPA driver has detected problem with DWDM init routine.If the ports on the SPA are not operating as expected, power down andreseat the indicated SPA 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. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%SPA_GE_DWDM-3-SFP_DETECT: [chars]

Explanation The SPA driver did not detect a Cu-SFP for the port.

Recommended Action Plug in a CISCO compliant SFP in the corresponding port and retry the 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 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

%SPA_GE_DWDM-3-UT2_SPA: [chars]

Explanation The SPA driver did not detect a UT2 transponder module.

Recommended Action Check if the SPA is a DWDM SPA before executing the command.

Error Message

%SPA_HA-3-BADSWITCHOVER: %s: Invalid HA event detected: %s

Explanation HA switch over event comes before finishing initialization.

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

Error Message

%SPA_IPSEC-3-BOOT_FAIL: %s: %s.

Explanation The SPA failed to boot up for the specified reason

Recommended Action If this 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. If you still require assistance,

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

Error Message

%SPA_IPSEC-3-OVERRIDE: %s: Overriding bundled firmware with ssc%u-%s.

Explanation Used specified file instead of bundled file. This is a debugging feature.

Recommended Action No action is required.

Error Message

%SPA_IPSEC-3-PROC_FAIL: %s: %s Process creation failed.

Explanation Can not allocate memory for specified process.

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

Error Message

%SPA_IPSEC-3-PWRCYCLE: SPA (%d/%d) is being power-cycled (Module not responding to keep-alive polling).

Explanation The SPA has stopped responding to keep-alive polling from carrier card. The SPA has been power-cycled.

Recommended Action Once the SPA is back online, retrieve the crashdump data that was saved on the Bootflash of the supervisor. If this 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SPA_MIB-4-DATA_LEN: %s: MIB message lengths mismatch(%s), expecting %d bytes, receiving %d.

Explanation MIB updates expect more data than received.

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

Error Message

%SPA_OBFL-3-APPLICATION: SPA OBFL [chars] Application initialization failed for [chars]

Explanation The SPA could not initialize OBFL Application.

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

%SPA_OBFL-3-APP_CONTEXT: SPA OBFL Application Context is NULL

Explanation The SPA Callback routine does not have valid OBFL Application context.

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

Error Message

%SPA_OBFL-3-APP_ENABLE: [chars]: Failed to enable the [chars] application with OBFL INFRA

Explanation SPA Failed to register the application with OBFL INFRA.

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

%SPA_OBFL-3-BAY_FAILED: [chars]: Failed to get the bay slot [dec] bay [dec]

Explanation Getting the SPA structure is failed for the slot/bay combination.

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

%SPA_OBFL-3-DEVICE_DISABLE: [chars]: Failed to disable the SPA OBFL Device

Explanation Failed to disable the SPA OBFL device during OIR.

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

%SPA_OBFL-3-DEVICE_ENABLE: [chars]: Failed to enable the SPA OBFL device

Explanation SPA OBFL failed to register the device with OBFL Infra.

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

%SPA_OBFL-3-DEV_ADDR: [chars]: SPA Blackbox EEPROM base address is NULL

Explanation SPA specific code returned NULL for Blackbox EEPROM base address.

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

%SPA_OBFL-3-EEPROM_FAILED: [chars]: Failed to read the [chars] from EEPROM

Explanation Failed to read the particular details from SPA IDPROM.

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

Error Message

%SPA_OBFL-3-ENV_ENQUEUE: [chars]: Failed to enqueue the Environment event

Explanation SPA OBFL Failed to enqueue the environment event to OBFL Infra.

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

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

Error Message

```
%SPA_OBFL-3-ENV_FVT_FAILED: [chars]: Environment Function Vector table is empty for [chars] monitoring
```

Explanation Failed to get the environment vector table for the SPA.

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

```
%SPA_OBFL-3-ENV_UDI: [chars]: SPA OBFL Environment UDI structure is NULL
```

Explanation OBFL Environment UDI structure is NULL for the SPA.

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

```
%SPA_OBFL-3-ERASE_FAILED: [chars]: Failed to erase the Blackbox EEPROM Address [hex], offset [hex] size [hex]
```

Explanation Erasing the Blackbox EEPROM failed.

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

Error Message

%SPA_OBFL-3-ERRMSG_REG: [chars]: Failed to register Errmsg Facility

Explanation Failed to register the SPA OBFL errmsg facility with OBFL Infra.

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

%SPA_OBFL-3-MALLOC_FAILED: [chars]: Failed to allocate memory for [chars]

Explanation Failed to allocate memory for the SPA OBFL feature.

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

Error Message

%SPA_OBFL-3-OBFL_DEVINFO: SPA OBFL Devinfo is NULL

Explanation The SPA Callback routine does not have valid OBFL Devinfo.

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

%SPA_OBFL-3-PLATFORM_VECTOR: SPA OBFL Platform Vector Function is NULL

Explanation The SPA does not have platform vector function.

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

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

Error Message

```
%SPA_OBFL-3-READ_FAILED: [chars]: Failed to read the Blackbox EEPROM Address [hex], offset [hex] size [hex]
```

Explanation Reading the Blackbox EEPROM failed.

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

Error Message

```
%SPA_OBFL-3-READ_SENSOR_FAILED: [chars]: Failed to read the [chars] from sensor [dec]
```

Explanation Failed to read the environment sensors.

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

```
%SPA_OBFL-3-RESET_REASON_FAIL: [chars]: Failed to get the SPA reset reason from RP due to IPC [chars].
```

Explanation SPA OBFL failed to get the SPA reset reason from RP.

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

Error Message

```
%SPA_OBFL-3-SIZE_TOOBIG: Size + Offset is beyond EEPROM boundary. Offset [hex]
size [hex]
```

Explanation The SPA Callback routine doesn't have valid EEPROM read/write bytes.

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

```
%SPA_OBFL-3-SPA_NOTFOUND: SPA Plugin failed slot [dec] bay [dec]
```

Explanation Getting the SPA Plugin structure is failed.

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

Error Message

```
%SPA_OBFL-3-SPA_OBFL_INFO: [chars]: Failed to get the SPA OBFL [chars] info
```

Explanation Failed to get the SPA OBFL info structure.

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

Error Message

%SPA_OBFL-3-VOLT_LIMIT_TABLE_FAILED: [chars]: Failed to get the voltage limit table

Explanation Failed to get voltage limit table for the SPA.

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

Error Message

%SPA_OBFL-3-WRITE_FAILED: [chars]: Failed to write the Blackbox EEPROM Address [hex], offset [hex] size [hex]

Explanation Writing to Blackbox EEPROM failed.

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

SPA_PLIM Messages

Recommended Action The following are Shared Port Adapter (SPA) PLIM messages.

Error Message

%SPA_OIR-1-EVENTDATAERROR: SPA OIR event data error - [chars]([int])

Explanation SPA OIR message error.

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

Error Message

```
%SPA_OIR-1-INITFAIL: SPA OIR init ([chars])
```

Explanation SPA OIR initialization failure.

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

Error Message

```
%SPA_OIR-1-MESSAGEERROR: [chars]: SPA OIR message error - [chars]([int])
```

Explanation SPA OIR message error.

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

Error Message

```
%SPA_OIR-1-PLUGINCREATEFAIL: [chars]: SPA PLUGIN create failure. ([chars])
```

Explanation SPA OIR plugin create failure.

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

Error Message

```
%SPA_OIR-1-POST_EVENT_ERROR: [chars]: event [hex]
```

Explanation SPA OIR state machine event post 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/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

```
%SPA_OIR-1-SOFTWARE_ERROR: [chars]: [chars] [hex]
```

Explanation A software error was detected.

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

```
%SPA_OIR-1-SPANOTSUPPORTED: [chars]: SPA TYPE [hex] NOT SUPPORTED
```

Explanation SPA OIR subslot initialization failure.

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

```
%SPA_OIR-1-SUBSLOTINITFAIL: [chars]: SPA OIR init ([chars])
```

Explanation SPA OIR subslot initialization failure.

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

```
%SPA_OIR-1-UNEXPECTEDEVENT: [chars]: SPA OIR unexpected event([int])
```

Explanation SPA OIR message error.

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

Error Message

```
%SPA_OIR-1-UNEXPECTED_RECOVERY_ACTION: [chars]: unexpected recovery action([int])  
for fail code [hex]
```

Explanation A software error was detected.

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

Error Message

```
%SPA_OIR-2-INITFAIL: SPA OIR initialization error
```

Explanation A failure occurred during startup of the SPA OIR subsystem. The SPA OIR is not functional for the RP or line card that generated the message.

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

Error Message

```
%SPA_OIR-2-SUBSLOTINITFAIL: SPA OIR initialization error for [chars]
```

Explanation A failure occurred during startup of the SPA OIR subsystem. The SPA OIR is not functional for the slot or subslot specified in the message text.

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

Error Message

%SPA_OIR-3-CMD_ATTR: [chars]: Unexpected command identifier ([int])

Explanation An unexpected command identifier was detected while commands related to an SPA OIR operation were being processed. The command was not processed. This condition is most likely due to a software problem.

Recommended Action Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the show log, show monitor event-log spa_oir all, and show tech-support commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_OIR-3-CORRUPT_EVENT: [chars]: Attempting recovery by power cycle resync

Explanation Corruption was detected within an SPA OIR event for the subslot specified in the message text. When this condition occurs, the system attempts automatic recovery by power-cycling the SPA and resynchronizing the SPA OIR state machines. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is more likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform; for example, the Cisco 12000 Internet router uses the MBus. An unlikely cause of this error is that an event message became corrupted during transport.

Recommended Action If the SPA is operational, no immediate action is required. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the show log, show monitor event-log spa_oir all, and show tech-support commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_OIR-3-EVENT_DATA_ERROR: SPA OIR event data error - [chars]([int])

Explanation Invalid data was detected while an SPA OIR event was being processed. The SPA OIR state machines may not reflect the state of the hardware. This condition affects only one SPA, but the SPA cannot be determined from the context where the error was detected. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed

platforms, SPA OIR messages are transported over different media depending on the platform; for example, the Cisco 12000 Internet Router uses the MBus. An unlikely cause of this error is that an event message became corrupted during transport.

Recommended Action Check the system log for other messages that may help determine which SPA is affected. Enter the `hw-module target-spa power cycle resync` command, with `target-spa` being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronize the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the `show log`, `show monitor event-log spa_oir all`, and `show tech-support` commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

```
%SPA_OIR-3-EVENT_HANDLING: [chars]: [chars] [hex]
```

Explanation A data structure error was detected while an SPA OIR event was being processed for the SPA in the slot or subslot specified in the message text. The SPA OIR state machines may not reflect the state of the hardware. This condition is most likely due to a software problem.

Recommended Action Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the `show log`, `show monitor event-log spa_oir all`, and `show tech-support` commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

```
%SPA_OIR-3-EVENT_TIMEOUT: [chars]: Timeout waiting for SPA OIR event; attempting recovery by power cycle resync
```

Explanation A timeout occurred for the subslot specified in the message text while the system was waiting for an SPA OIR event. The SPA did not complete its initialization. When this condition occurs, the system attempts automatic recovery by power-cycling the SPA and resynchronizing the SPA OIR state machines. This condition could be caused by software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform; for example, the Cisco 12000 Internet Router uses the MBus. An unlikely cause of this condition is that an event message became corrupted during transport.

Recommended Action If the SPA is operational, no immediate action is required. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical

Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the show log, show monitor event-log spa_oir all, and show tech-support commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

```
%SPA_OIR-3-HW_INIT_TIMEOUT: [chars]: PWR_OK [atalk_address]sasserted, SPA_OK [atalk_address]sasserted; attempting recovery
```

Explanation A timeout occurred for the subslot specified in the message text while the system was waiting for the SPA hardware to initialize. The SPA did not complete its initialization. When this condition occurs, the system is attempting automatic recovery by resetting or power-cycling the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or hardware problem is more likely.

Recommended Action If the SPA is operational, no immediate action is required. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the show log, show monitor event-log spa_oir all, and show tech-support commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

```
%SPA_OIR-3-HW_SIGNAL_DEASSERTED: [chars]: PWR_OK [atalk_address]sasserted, SPA_OK [atalk_address]sasserted; attempting recovery
```

Explanation One or more hardware signals indicated that the SPA hardware in the subslot specified in the message text should be reinitialized. When this condition occurs, the system attempts automatic recovery by resetting or power-cycling the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or hardware problem is more likely. This condition could be caused by a rare interaction between SPA and its MSC.

Recommended Action If the SPA is operational, no immediate action is required. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the show log, show monitor event-log spa_oir all, and show tech-support commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

`%SPA_OIR-3-MESSAGE_ERROR: [chars]: SPA OIR event message error - [chars]([int])`

Explanation An error was detected in an SPA OIR event message for the SPA in the slot or subslot specified in the message text. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform; for example, the Cisco 12000 Internet Router uses the MBus. An unlikely cause of this error is that an event message became corrupted during transport.

Recommended Action Enter the `hw-module target-spa power cycle resync` command, with `target-spa` being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the `show log`, `show monitor event-log spa_oir all`, and `show tech-support` commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

`%SPA_OIR-3-OUT_OF_SYNC: %s: failure code (0x%x)`

Explanation The software SPA OIR state did not match the hardware state for the subslot in the error message. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition is expected if a SPA is reloading when an RP switchover occurs. Otherwise, this condition could be caused by a software, firmware or hardware problem, but a firmware or software problem is more likely. This condition could also be caused by a rare interaction between SPA and its SIP.

Recommended Action `SPA_OIR_AUTO_RECOVERY_ACTION`

Error Message

`%SPA_OIR-3-POST_EVENT_ERROR: [chars]: event [int]`

Explanation A SPA OIR event message was not enqueued for the SPA in the slot or subslot specified in the message text. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition is most likely due to a software problem.

Recommended Action Enter the `hw-module target-spa power cycle resync` command, with `target-spa` being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronize the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the `show log`, `show monitor event-log spa_oir all`, and `show tech-support` commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

`%SPA_OIR-3-RECOVERY_RELOAD: %s: Attempting recovery by reloading SPA`

Explanation The OIR facility attempted automatic recovery by reloading the SPA in the subslot specified in the error message. Look for other error messages related to this SPA subslot to determine the failure that triggered the automatic recovery.

Recommended Action No action is required.

Error Message

`%SPA_OIR-3-SEQUENCE_NUMBER_ERROR: [chars]: Attempting recovery by power cycle resync`

Explanation A sequence number error was detected within an SPA OIR event for the subslot specified in the message text. When this condition occurs, the system attempts automatic recovery by power-cycling the SPA and resynchronizing the SPA OIR state machines. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is more likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform; for example, the Cisco 12000 Internet Router uses the MBus. An unlikely cause of this error is that an event message became corrupted during transport.

Recommended Action If the SPA is operational, no immediate action is required. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the `show log`, `show monitor event-log spa_oir all`, and `show tech-support` commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

`%SPA_OIR-3-SPA_POWERED_OFF: [chars]: SPA [chars] powered off after [int] failures within [int] seconds`

Explanation The SPA was powered off because it failed too many times. This condition may be caused by a software, firmware, or hardware error.

Recommended Action Look for other error messages related to this SPA subslot to determine the root cause of the failure. Enter the `hw-module target-spa power cycle resync` command, with `target-spa` being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronize the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the `show log`, `show monitor event-log spa_oir all`, and `show tech-support` commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_OIR-3-SW_INIT_TIMEOUT: [chars]: SPA initialization not completed; attempting recovery

Explanation A timeout occurred for the subslot specified in the message text while the system was waiting for the SPA software driver to initialize the SPA. The SPA did not complete its initialization. When this condition occurs, the system attempts automatic recovery by resetting or power-cycling the SPA. This condition could be caused by software, firmware, or hardware problem, but a software or firmware problem is most likely.

Recommended Action Check for other messages reported. Do not consider hardware replacement on the first occurrence of this message. Before requesting hardware replacement, review troubleshooting logs with a Cisco technical support representative. If the SPA is operational, no immediate action is required. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the show log, show monitor event-log spa_oir all, and show tech-support commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_OIR-3-UNEXPECTED_EVENT: [chars]: SPA OIR unexpected event([int])

Explanation An unexpected SPA OIR event was detected for the SPA in the slot or subslot specified in the message text. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform; for example, the Cisco 12000 Internet router uses the MBus. An unlikely cause of this error is that an event message became corrupted during transport.

Recommended Action Enter the hw-module target-spa power cycle resync command, with target-spa being the slot or subslot of the affected SPA. Entering this command causes a power cycle to be performed and synchronizes the affected SPA software with the hardware. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the show log, show monitor event-log spa_oir all, and show tech-support commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

`%SPA_OIR-3-UNEXPECTED_INSERTED_EVENT: [chars]: Attempting recovery by power cycle resync`

Explanation An unexpected insertion event occurred for the subslot specified in the message text. When this condition occurs, the system attempts automatic recovery by power-cycling the SPA and resynchronizing the SPA OIR state machines. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is most likely. This condition could be caused by a rare interaction between SPA and its MSC.

Recommended Action If the SPA is operational, no immediate action is required. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the `show log`, `show monitor event-log spa_oir all`, and `show tech-support` commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

`%SPA_OIR-3-UNEXPECTED_RECOVERY_ACTION: [chars]: SPA [chars], unexpected recovery action([int]) for fail code [hex]`

Explanation An error occurred while a failure message was being processed for the SPA in the slot or subslot number specified in the message text. The recovery action to be taken after an SPA failure is determined by calling an SPA driver function. This condition indicates that the SPA driver function returned an invalid recovery action. After this condition was detected, the SPA was power-cycled and the SPA OIR state machines were resynchronized in an attempt to recover from this condition. The SPA driver most likely returned an invalid recovery action because of a software problem.

Recommended Action If the SPA is operational, no immediate action is required. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/> or contact your Cisco technical support representative and provide the representative with the information you have gathered. Be sure to attach to your case the output of the `show log`, `show monitor event-log spa_oir all`, and `show tech-support` commands, your troubleshooting logs, and the specific error message in nonzipped, plain-text format (.txt).

Error Message

%SPA_OIR-3-UNRECOGNIZED: The SPA of type [hex] in [chars] is not recognized

Explanation The type of the SPA in the specified subslot is not recognized by the operating system. The operating system might not support this SPA type on this platform, or the SPA type identification stored on the SPA is invalid.

Recommended Action Ensure that the system is running a version of the operating system that supports the SPA type specified in the message text on this platform. If the correct operating system version is in use, copy the error message exactly as it appears on the console or in the system log. Open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Include the information about the SPA type found on the front of the SPA.

Error Message

%SPA_OIR-3-UNSUPPORTED: The [chars] SPA in [chars] is not supported by the [chars] module

Explanation The SPA in the subslot specified in the message text is not supported in the specified MSC by the version of the version of Cisco®IOS software that is currently running on the system. The SPA type may be supported by another MSC or by a later version of Cisco®IOS software.

Recommended Action Ensure that the MSC specified in the message text supports the specified SPA type. Ensure that the version of Cisco®IOS software running on the system supports the SPA type in the MSC. It may be necessary to upgrade your Cisco®IOS software image to the latest software image in your release train, or it may be necessary to use a different MSC type. If the SPA type specified in the message text does not match the interface types or numbers shown on the front of the SPA, copy the error message exactly as it appears on the console or in the system log. Open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Include information regarding the SPA type found on the front of the SPA.

Error Message

%SPA_OIR-6-INSCARD: Card inserted in [chars]

Explanation The OIR facility detected a newly inserted SPA. The interfaces associated with that SPA are operational, but will be shut down until they are configured by the user. If any interfaces of that type were previously configured, they will be restored to their previous state.

Recommended Action No action is required.

Error Message

%SPA_OIR-6-PRECONFIG_MISMATCH: [chars]: Inserted SPA type does not match preconfigured SPA type. Configuration updated

Explanation A mismatch has occurred between the inserted SPA type and the preconfigured SPA type on platforms that support preconfiguration. The inserted SPA replaces the preconfigured SPA.

Recommended Action Check the configuration by entering the show running-config command. If reverting to the preconfigured SPA type is preferred, remove the SPA and update the configuration from a backup configuration source.

Error Message

%SPA_OIR-6-REMCARD: Card removed from [chars], interfaces disabled

Explanation The OIR facility has detected the removal of an SPA from the slot or subslot number specified in the message text. The interfaces on that SPA will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

Recommended Action No action is required.

Error Message

%SPA_OIR-6-SHUTDOWN: [chars] is administratively shutdown; Use 'no hw-module [chars] shutdown' to enable

Explanation The SPA could not be initialized the SPA bay is administratively down. The SPA bay will appear as "hw-module target-spa shutdown", with target-spa being the slot or subslot of the affected SPA, in the running configuration.

Recommended Action Enter the hw-module target-spa shutdown command, with target-spa being the slot or subslot of the affected SPA, to administratively enable the SPA bay.

SPA_PLIM Messages

Error Message

%SPA_PLIM-3-FATALERROR: SPA in slot %d bay %d experienced a fatal error %s and is being reset.

Explanation A fatal error was encountered during SPA operation. The SPA may be restarted.

Recommended Action If the error is not observed more than once it might be a one off event and the SPA needs to be monitored. If the issue occurs repeatedly Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

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

Error Message

%SPA_PLIM-3-FILECREATE_FAIL: NULL

Explanation Check router and make sure it has installed removable flash card or disk (e.g. disk0 :, disk1 :, slot0 :, etc.). If the flash is present, make sure that it has at least enough free space for the size of the SPA file that the error message has indicated. If necessary, remove unused files from the flash to free up some space.

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

Error Message

%SPA_PLIM-3-FILEFORWARD_FAIL: %s failed to transfer a file from SPA to router flash due to IPC %s.

Explanation A file transfer failed due to IPC errors. The file has not been stored in the flash.

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

Error Message

%SPA_PLIM-3-FILE_NOTSTORED: NULL

Explanation This error is seen when storing a file for a SPA to router removable flash failed. The partial file is removed from router removable flash.

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

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

Error Message

```
%SPA_PLIM-3-FW_RELOAD: %s is being reloaded due to firmware/application exception.
```

Explanation Firmware application failed at SPA. The SPA is being reloaded to recover its operational state.

Recommended Action Collect the application core file from flash. Core file name is shown in the preceding message, with timestamp.

Error Message

```
%SPA_PLIM-3-HEARTBEAT: [chars] has experienced an heartbeat failure Current Sequence [int] received Sequence [int] Time since last keep [dec]ms.
```

Explanation The IPC communication between the local CPU and host in the specified slot is not functional. The IPC module will be restarted, after which communication might be reestablished. If the problem persists, the SPA will be reset.

Recommended Action If the system continues running normally, no action is required. If this message recurs, or the system behaves abnormally, collect the logs from the system (RP and line card). Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number tech-support** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SPA_PLIM-3-HEARTBEAT: %s has experienced an heartbeat failure Current Sequence %u received Sequence %u Time since last keep %dms.
```

Explanation The IPC communication between local CPU and host in the specified slot indicated in the message is not functional. The IPC module will be restarted. Following which communication might be re-established. If the problem persists the SPA will be reset.

Recommended Action If the system continues running normally, no action is required. If this message recurs, or system behaves abnormally, please collect the logs from the system (RP/Line Card). Capture the output of the **show hw-module slot/subslot tech-support** command and open a case with the Technical Assistance Center via http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl.

Error Message

%SPA_PLIM-3-INITFAIL: [chars] has failed initialization because SPA [chars].

Explanation A failure occurred during the SPA initialization. SPA is not functional and may be restarted by the RP or the line card.

Recommended Action If the line card or RP successfully initialized the SPA, no action is required. If the SPA was not successfully initialized, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPA_PLIM-3-INITFAIL: %s has failed initialization because SPA %s.

Explanation A failure occurred during the SPA initialization. SPA is not functional and may be restarted by RP or line card.

Recommended Action If the line card or RP successfully initialized the SPA, no action is required. If the SPA was not successfully initialized, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SPA_PLIM-3-INIT_PORT: [chars] PLIM client IPC port has not been initialized.

Explanation The specified PLIM client IPC port has not been initialized.

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

Error Message

%SPA_PLIM-3-INIT_PORT: %s PLIM client IPC port has not been initialized.

Recommended Action LOG_STD_SH_CMD_ACTION (show ipc status)

Error Message

%SPA_PLIM-3-SW_ERROR: NULL

Explanation This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

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

Error Message

%SPA_PLIM-4-EXCEPTION: [chars] has experienced an exception: [chars]. Writing SPA crash dump information to [chars]. **Explanation** The local CPU in the specified slot has experienced an exception condition. The process that caused the exception might have been restarted. If an exception core dump was created, the core dump is stored in the line card flash memory, if available.

Recommended Action If the system continues running normally, no action is required. If this message recurs, or the system behaves abnormally, collect the crash dump file from the line card flash. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number tech-support** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPA_PLIM-4-EXCEPTION: %s has experienced an exception: %s. Writing SPA crash dump information to %s.

Explanation The local CPU in the specified slot indicated in the message has experienced the exception condition. The process that caused the exception might have been restarted. If an exception core dump was created, core dump is stored in the line card flash if available.

Recommended Action If the system continues running normally, no action is required. If this message recurs, or system behaves abnormally, please collect the crash dump file from line card flash, capture the output of the show hw-module slot/subslot tech-support command and open a case with the Technical Assistance Center via http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl.

Error Message

%SPA_PLIM-4-SBE_ECC: [chars] reports [dec] SBE occurrence at [dec] addresses

Explanation The SPA has reported single-bit correctable ECC errors. The log shows that more than one SBE has occurred. SBEs are correctable memory problems. This error condition will not affect router operation. Excessive occurrences indicate defective memory.

Recommended Action Observe at the first occurrence. If the error recurs, replace the faulty memory chip at the earliest opportunity.

Error Message

%SPA_PLIM-4-SBE_ECC: %s reports %d SBE occurrence at %d addresses

Explanation SPA has reported single bit correctable ECC errors.

Recommended Action The log shows more than 1 SBE has occurred. SBEs are correctable memory problems. It will not affect router operation. Excessive occurrences indicate potential memory defections. Standard action is to watch at first occurrence and replace at the first chance when recurs.

Error Message

%SPA_PLIM-4-SBE_OVERFLOW: [chars] SBE table([dec] elements) overflows.

Explanation The SPA has reported more unique single-bit correctable ECC errors than the platform-defined internal table can hold. SBEs are correctable memory problems. This error condition will not affect router operation. Excessive occurrences indicate defective memory.

Recommended Action Replace the faulty memory chip at the earliest opportunity.

Error Message

%SPA_PLIM-4-SBE_OVERFLOW: %s SBE table(%d elements) overflows.

Explanation SPA has reported more unique single bit correctable ECC errors than the platform defined internal table can hold.

Recommended Action Replace the fault memory chip at the earliest chance. SBEs are correctable memory problems. It will not affect router operation. Excessive occurrences indicate potential memory defections.

Error Message

%SPA_PLIM-5-RECEIVINGFILE: Receiving [chars] from [chars]and storing to [char].

Explanation The SPA has sent a file (syslog or core dump) to the line card and the file has been stored in the line card flash, if available.

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

Error Message

%SPA_PLIM-5-RECEIVINGFILE: Receiving %s from %s and storing to %s.

Explanation SPA has sent a file (syslog or core dump) to RP and the file has been stored in the flash if available.

Recommended Action LOG_STD_DBG_ACTION

SPA_PLUGIN Messages

Error Message

%SPA_PLUGIN-3-AUXC2W_CREATE: %s: Device auxiliary C2W creation failed.

Explanation Can not allocate memory for auxiliary C2W structure.

Recommended Action LOG_STD_REDUCE_ACTION

Error Message

%SPA_PLUGIN-3-EEPROM_READ: %s: Error reading EEPROM.

Explanation Can not read EEPROM content. It indicates either a not properly seated SPA or a hardware failure

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-3-EFC_NOTSYNC: %s: Can not synchronize EFC bus.

Explanation Extended flow control between modular services card and SPA is not synchronized. SPA is shut down. It indicates either a not properly seated SPA, a hardware failure or an outdated ROMMON/FPGA image.

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-3-EXCEPTION: %s: Exception with cause %d.

Explanation One of SPA software components crashes.

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

Error Message

%SPA_PLUGIN-3-FAILED: %s: Plugin initialization failed.

Explanation Plugin initialization can fail for many reasons. Preceding messages may state the cause.

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

Error Message

%SPA_PLUGIN-3-FILE_ERROR: %s: Error accessing file %s.

Explanation Specified file is not found, lack of permission, out of space or other file system/device errors.

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

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

Error Message

%SPA_PLUGIN-3-FILE_TRANSFER: %s: Failed to transfer file to or from SPA.

Explanation Failed to transfer a file to or from SPA. It might be caused by lack of memory on SPA or jacket card, IPC failures, improperly seated SPA, or other errors.

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-3-FIRMWARE_APPS_DOWNLOAD: %s: Firmware application download failed.

Explanation Failed to download application image to SPA. It may be caused by either lack of memory on SPA, IPC failures, improperly seated SPA, or other download errors.

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-3-FIRMWARE_APPS_STARTUP: %s: Firmware application startup failed. SPA status(0x%08x) host status(0x%08x)

Explanation Can not start application image downloaded to SPA. Possible causes might be either bad image on linecard flash disk, hardware failure or outdated FPGA and/or ROMMON image.

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

Error Message

%SPA_PLUGIN-3-FIRMWARE_BADIMAGE: %s: Firmware file %s read failed.

Explanation Firmware image pointed by the path is not valid.

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

Error Message

%SPA_PLUGIN-3-FIRMWARE_BADPATH: %s: Invalid firmware file path %s.

Explanation Specified firmware file path is invalid. This is a software error.

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

Error Message

%SPA_PLUGIN-3-FIRMWARE_DOWNLOAD: %s: Firmware download failed.

Explanation Failed to download firmware image to SPA. It is caused by either lack of memory on SPA, IPC failures, improperly seated SPA, or other download errors.

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-3-FIRMWARE_NOMEMORY: %s: Insufficient memory for firmware file %s, size %d.

Explanation Can not allocate memory for firmware image, for downloading to SPA.

Recommended Action LOG_STD_REDUCE_ACTION

Error Message

```
%SPA_PLUGIN-3-FIRMWARE_STARTUP: %s: Firmware startup failed. SPA status(0x%08x)
host status(0x%08x)
```

Explanation Can not start Firmware image downloaded to SPA. Possible causes are either bad image on linecard flash disk, hardware failures or outdated FPGA and/or ROMMON image.

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

Error Message

```
%SPA_PLUGIN-3-IOFPGA_CREATE: %s: Device IOFPGA creation failed.
```

Explanation Can not allocate memory for IOFPGA structure.

Recommended Action LOG_STD_REDUCE_ACTION

Error Message

```
%SPA_PLUGIN-3-NOPLIM: %s: No PLIM subblock.
```

Explanation Invalid pointer was passed in. Can not dereference PLIM subblock pointer. Internal error.

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

Error Message

```
%SPA_PLUGIN-3-NOPORT: %s: Failed to open IPC port.
```

Explanation PLIM client IPC port has not been initialized.

Recommended Action LOG_STD_SH_CMD_ACTION (show ipc status)

Error Message

%SPA_PLUGIN-3-PLIM_CREATE: %s: PLIM subblock creation failed.

Explanation Can not allocate memory for PLIM structure.

Recommended Action LOG_STD_REDUCE_ACTION

Error Message

%SPA_PLUGIN-3-RETRY_EXHAUSTED: %s: plugin initialization failed(retries exhausted). host_status(0x%08x), spa_status(0x%08x)

Explanation One or more critical conditions happened that prevented plugin initialization from moving forward, after designated number of retries. Preceding messages may indicated failure cause.

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

Error Message

%SPA_PLUGIN-3-ROMMON: %s: ROMMON reports error. SPA status(0x%08x), host status(0x%08x).

Explanation ROMMON has reported a fatal condition during boot up. It may be caused by outdated ROMMON/FPGA images, or defected hardware.

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

Error Message

%SPA_PLUGIN-3-SPI4_CONFIG: %s: Can not configure host side SPI4 profile.

Explanation SPI4 configuration from modular services card failed. It indicates either lack of system memory, a hardware failure or an outdated ROMMON/FPGA image.

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

Error Message

%SPA_PLUGIN-3-SPI4_CREATE: %s: Device SPI4 creation failed.

Explanation Can not allocate memory for SPI4 structure.

Recommended Action LOG_STD_REDUCE_ACTION

Error Message

%SPA_PLUGIN-3-SPI4_INIT: %s: SPI4 initializaion failed.

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

Error Message

%SPA_PLUGIN-3-SPI4_NOTSYNC: %s: Can not synchronize SPI4 bus.

Explanation SPI4 bus between modular services card and SPA is not synchronized. It indicates either a not properly seated SPA, a hardware failure or an outdated ROMMON/FPGA image.

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-3-SPI4_SETCB: %s: IPC SPI4 set callback failed(status %d).

Explanation Can not setup a callback function for SPI4 bus. It might be caused by improperly seated SPA, outdated or a hardware failure.

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-3-SPI4_SETCB_PORT: %s: IPC SPI4 set callback failed(error: %d) for port %d.

Explanation Can not setup a callback function for SPI4 bus for the specified interface port. It might be caused by improperly seated SPA, outdated ROMMON/FPGA or a hardware failure.

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-4-LED_CREATE: %s: LED driver initialization failed.

Explanation Can not allocate memory for LED structure.

Recommended Action LOG_STD_REDUCE_ACTION

Error Message

%SPA_PLUGIN-4-LED_READ: %s: LED read failed for port %d, status %d.

Explanation Can not read LED register values. It indicates either a not properly seated SPA or a hardware failure

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-4-LED_WRITE: %s: LED write failed for port %d, status %d.

Explanation Can not write to LED register. It indicates either a not properly seated SPA or a hardware failure

Recommended Action SPA_STD_RESEAT_ACTION

Error Message

%SPA_PLUGIN-6-EFC_SYNC: %s: EFC bus synchronization achieved.

Explanation Extended flow control between modular services card and SPA is synchronized.

Recommended Action None. Information only.

Error Message

%SPA_PLUGIN-6-FIRMWARE_APPS_DOWNLOADING: %s: Downloading SPA firmware application (%s)...

Explanation Downloading SPA firmware application.

Recommended Action None. Information only.

Error Message

%SPA_PLUGIN-6-FIRMWARE_DOWNLOADING: %s: Downloading SPA firmware (%s)...

Explanation Downloading SPA firmware.

Recommended Action None. Information only.

Error Message

%SPA_PLUGIN-6-SPI4_SYNC: %s: SPI4 bus synchronization achieved.

Explanation SPI4 bus between modular services card and SPA is synchronized.

Recommended Action None. Information only.

Error Message

%SPA_PMB-4-CANTREADSPAIDPROM: The SPA in Subslot %u/%u could not be accessed. The error code received is %d

Explanation An internal software consistency issue regarding the SPA has been detected

Recommended Action If the SPA's operation is affected, perform an OIR for the line card on which the SPA or SPAs are located. The slot/subslot of the affected SPA is specified in the error message. If this does not fix the problem, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%SPA_PMB-4-CARDPWREDON: The line card in slot %d is powered on due to out of range electrical signals`

Explanation The SPAs in the line card in the slot specified in the error message could not be accessed because of out of range electrical signals. There might be problems in reading in startup configuration for the SPAs in the slot specified in the error message

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

Error Message

`%SPA_PMB-4-NOACK: The device with id 0x%x in slot %d is not responding`

Explanation The SPAs in the line card in the specified slot could not be accessed because of a hardware problem. The system might not be able to read the startup configuration for the SPAs.

Recommended Action Check the running and startup config for the specified slot, If the configuration for the ports in the line card is different, copy the startup configuration to the running configuration. If this 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%SPA_T3E3-3-LOVEFAIL: %s: failed to send %s love letter`

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

Error Message

```
%SPA_T3E3-3-MSGERR: Illegal message type %d received for Interface %s
```

Explanation An unknown message was received by RP.

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

Error Message

```
%SPA_T3E3-3-NO_SSB: [chars]: Failed to get serial subblock.
```

Explanation Serial subblock pointer is NULL. 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. SRC Messages

Recommended Action The following are Cisco Subscriber Registration Center (SRC) messages.

Error Message

```
%SPA_T3E3-3-SSBINIT: %s: Fail to initialize serial IDB
```

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

Error Message

%SPA_T3E3-3-SUBRATE_FPGA_LOAD_FAILED2: %s Programming %s subrate FPGA failed. The FPGA image is corrupted. FPD upgrade has been attempted. SPA is shut.

Explanation The indicated subrate FPGA image is corrupted even after FPD upgrade. The SPA is disabled until this problem is corrected.

Recommended Action Verify the correctness of the FPD Image Package. Note that the FPD Image Package used in the upgrade should match the running Cisco IOS release. This can be verified by the use of show upgrade fpd package default command.

Error Message

%SPA_T3E3-4-SUBRATE_FPGA_LOAD_FAILED: %s Programming %s subrate FPGA failed. The FPGA image is corrupted. One upgrade attempt is made.

Explanation The indicated subrate FPGA image is corrupted and programming of FPGA failed. One upgrade attempt will be made to recover from the failure.

Recommended Action Automatically upgrade the subrate FPGA image uses default FPD Image Package. The package should match the running Cisco IOS release. This can be verified by the use of show upgrade fpd package default command. If subrate FPGA failure persists after upgrade, SPA is disabled. Ensure the package file is intact.

Error Message

%SPA_T3E3-5-BERT: Interface %s, BERT %s

Explanation The spa t3e3 driver processed a BERT task.

Recommended Action None, this is just a notification upon completion of a BERT task.

Error Message

%SPA_T3E3-5-DEF_SUBRATE: %s %s

Explanation Remote subrate configuration changed

Recommended Action Inform the network operator that subrate configuration changed by remote end.

Error Message

%SPA_T3E3-5-MSG_ENQUEUE_ERR: [chars]: Unable to enqueue message to T3E3 SPA process

Explanation The T3E3 SPA process message queue is full.

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

`%SPA_T3E3-5-MSG_QUEUE_ERR: [chars]: T3E3 process message queue not initialized.`

Explanation The T3E3 process message queue is not ready.

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

Error Message

`%SPA_T3E3-5-MSG_UNEXPECTED_ERR: [chars]: Unexpected SPA message [dec].`

Explanation SPA has been removed, but still there are outstanding events.

Recommended Action If the CPU utilization is high, try to reduce the CPU utilization.

SPE Messages

The following are Port Management SPE messages.

Error Message

`%SPE-3-DDSM_REGISTRATION_ERR: Failed to register [chars] with Digital Data Service Manager`

Explanation Port Management failed to register with Digital Data Service Manager.

Recommended Action No action is required.

Error Message

`%SPE-3-MSMGR_REGISTRATION_ERR: Failed to register %s with Modem Service Manager`

Explanation Port Management failed to register with Modem Service Manager.

Recommended Action No action is required.

Error Message

%SPE-3-PM_DB_NO_MEM: Failed to allocate %s for slot %d

Explanation Port Management failed to allocate memory to create slot object.

Recommended Action No action is required.

Error Message

%SPE-3-PM_DIRECT_MODEM_QUERY_ERR: Failed to find the response buffer for modem %s command

Explanation Modem direct query responses could not find buffer to send data to router shelf.

Recommended Action No action is required.

Error Message

%SPE-3-PM_SLOT_NO_MODULES: Database reported 0 modules for slot %d

Explanation The card in this slot should contain multiple modules. However the database indicates that there are none.

Recommended Action No action is required.

Error Message

%SPE-3-RECOVERY_DNLD_MAINT_NO_MEM: Recovery Download Maintenance ran out of chunk memory; [chars] [chars]

Explanation The recovery download maintenance messages cannot 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SPE-3-SM_CRASHED: SPE %s crashed

Explanation The firmware running on the SPE aborted.

Recommended Action No action is required.

Error Message

%SPE-3-SM_DOWNLOAD_FAILED: SPE %s is BAD - %s.

Explanation The SPE failed to download and it will be marked BAD.

Recommended Action No action is required.

Error Message

%SPE-3-SM_EVENT_NO_MEM: SPE SM out of event buffers; %s %s

Explanation The PM SPE State Machine has run out of event memory.

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

Error Message

%SPE-3-SM_POST_FAILED: SPE %s is BAD.

Explanation The SPE failed the POST and it will be marked BAD.

Recommended Action No action is required.

Error Message

%SPE-3-SM_RESPONSE_NO_MEM: SPE SM out of response buffers

Explanation The PM SPE State Machine has run out of response event memroy.

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

Error Message

%SPE-3-ST_API_ERR: PM failed to create %s.

Explanation Port Management failed to initialize the CSM event processing component.

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

Error Message

%SPE-3-ST_EVENT_NO_MEM: PM ST failed to create %s.

Explanation Port Management failed to allocate dynamic chunk memory for event logging.

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

Error Message

%SPE-4-SPE_ACT_SESS_WARN: Active session count = %d. Country code not set

Explanation Country code cannot be set on a system with active sessions.

Recommended Action No action is required.

Error Message

%SPE-4-SPE_CONFIG_WARN: Country Code Trunk card mismatch for.

Explanation A Country Code was configured that may not work with the trunk Card.

Recommended Action No action is required.

Error Message

```
%SPE-6-FM_DUPLICATE_FIRMWARE: SPE [chars] - same configured & running  
ver([dec].[dec].[dec].[dec])!
```

Explanation The requested firmware image was not downloaded to the specified SPE as the firmware that is requested is already running on the SPE. Nevertheless, the requested firmware image is configured and will be visible in the show spe version and show running commands.

Recommended Action No action is required.

Error Message

```
%SPE-6-FM_VERSION_MISSING: Could not get a version from the firmware file [chars]
```

Explanation The requested firmware image has missing version information.

Recommended Action No action is required.

Error Message

```
%SPE-6-NULL_OBJ: SPE object %s is unavailable.
```

Explanation Information about this SPE could not be retrieved. The SPE may not exist.

Recommended Action No action is required.

Error Message

```
%SPE-6-SM_BUSIEDOUT: SPE %s busiedout(maintenance will be allowed)
```

Explanation The SPE is taken out of service temporarily. Maintenance activities can still be performed.

Recommended Action No action is required.

Error Message

```
%SPE-6-SM_CLEARED: SPE %s Cleared
```

Explanation The SPE will be re-downloaded with the configured firmware.

Recommended Action No action is required.

Error Message

```
%SPE-6-SM_DEFER_DOWNLOAD: SPE %s : Firmware download deferred
```

Explanation Firmware download for the SPE is postponed due to active calls.

Recommended Action No action is required.

Error Message

%SPE-6-SM_SHUTDOWN: SPE %s shutdown

Explanation The SPE is taken out of service.Maintenance activities cannot be performed.

Recommended Action No action is required.

Error Message

%SPE-6-SM_START_DOWNLOAD: SPE %s : Firmware download initiated

Explanation Firmware download for the SPE is initiated.

Recommended Action No action is required.

Error Message

%SPE-6-SPE_DNLD_MAINT: %s %s

Explanation Download maintenance is running and information

Recommended Action No action is required.

Error Message

%SPE-6-SPE_DNLD_MAINT_PROCESS: %s

Explanation Download maintenance process information

Recommended Action No action is required.

SPE2488 Messages

The following are PMC spectra-2488 driver messages.

Error Message

%SPE2488-3-INITERR: spe2488 chip initialization failed (errcode=[dec]): [chars]

Explanation The required resources are unavailable.

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

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

Error Message

```
%SPE2488-3-PARAERR: spe2488 API failed (errcode=[dec]): p1=[int], p2=[int], [chars]
```

Explanation The wrong parameters were passed when an API was being called.

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

Error Message

```
%SPE2488-3-POLLTO: spe2488 indirect poll timeout. addr:[hex]
```

Explanation A hardware problem has been detected.

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

Error Message

```
%SPE2488-3-PROVERR: spe2488 channel provisioning failed (slice:[dec] ch:[dec]): [chars]
```

Explanation The system required resources that were unavailable.

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

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

Error Message

```
%SPE2488-3-RESETEERR: spe2488 chip reset failed (errcode=[dec]): [chars]
```

Explanation The required resources are unavailable.

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

Error Message

```
%SPE2488-3-UNPROVERR: spe2488 channel unprovisioning failed (slice:[dec]
ch:[dec]): [chars]
```

Explanation The system required resources that were unavailable.

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

SPE4X155 Messages

The following are PMC SPE4X155 driver messages.

Error Message

%SPE4X155-3-INITERR: Chip initialization failed (errcode=[dec]): [chars]

Explanation Required resources are unavailable to complete the operation.

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

Error Message

%SPE4X155-3-PDDBERROR: Pointer to device structure is invalid

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

Error Message

%SPE4X155-3-PDDBNULL: Pointer to device structure is 0

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

SPILIB Messages

Error Message

```
%SPILIB-3-PL_ALLOC_ERRMSG: SPI PL malloc failed forreason : %s
```

Explanation SPI PL malloc has failed. Without this SPI PL might exhibit some services failure

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

Error Message

```
%SPILIB-3-PL_DM_HNDLR_ERRMSG: SPI PL dispatch handler creation failed forreason : %d
```

Explanation SPI PL dispatch handler creation has failed. Without this SPI PL will fail to dispatch the messages to application.

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

Error Message

```
%SPILIB-3-PL_FRAG_HNDLR_CREATN_ERRMSG: SPI PL Fragmentation handler creation failed forreason : %s
```

Explanation Fragmentation handler allocation has failed. Without this application PL init will fail.

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

Error Message

```
%SPILIB-3-PL_FRAG_LIST_CREATN_ERRMSG: SPI PL Fragmentation handler data creation failed forreason : %s msgid : %u
```

Explanation Fragmentation handler allocation has failed. Without this application won't be able to receive fragment 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SPILIB-3-PL_GET_MSG_ERRMSG: SPI PL get message has failed forreason : %s
```

Explanation SPI PL message allocation has failed. Without this SPI services might 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/cisco/web/support/index.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

```
%SPILIB-3-PL_INIT_ERRMSG: SPI PL init has failed forreason : %s rc : %d
```

Explanation SPI PL init has failed. Without this SPI PL will fail and application won't be able to use SPI services.

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

```
%SPILIB-3-PL_MCAST_APPCLASS_ERRMSG: SPI Mcast appclass event has failed forreason : %s
```

Explanation SPI Mcast appclass has failed. Without this SPI Mcastinit will fail and application wont be able to exchange SPIMulticast messages or events.

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

```
%SPILIB-3-PL_MCAST_GRP_DATA_CREATN_ERRMSG: SPI Mcast group data creation failed forreason : %s handle : %p
```

Explanation SPI Mcast group data allocation has failed. Withoutthis application wont be able to exchange SPI Multicast 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SPILIB-3-PL_MCAST_GRP_ERRMSG: SPI Mcast group event failed forreason : %s
```

Explanation SPI Mcast group event has failed. Without this SPI Mcastinit will fail and application wont be able to exchange SPIMulticast messages or events.

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

```
%SPILIB-3-PL_MCAST_NAME_CREATN_ERRMSG: SPI Mcast name creation failed forreason : %s handle : %p
```

Explanation SPI Mcast name allocation has failed. Without this SPI Mcastinit will fail and application wont be able to exchange SPIMulticast 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SPILIB-3-PL_NO_SUSPEND_ERRMSG: SPI process suspend not allowed
```

Explanation SPI process cannot be suspended

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

```
%SPILIB-3-PL_NS_ERRMSG: SPI PL interaction with SL proc has failed forreason : %s error : %d
```

Explanation SPI PL interaction with SL process has failed. Without this SPIservices might 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/cisco/web/support/index.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

```
%SPILIB-3-PL_Q_CREATN_ERRMSG: SPI PL queue creation failed forreason : %s
```

Explanation The process attempt to create a PL dispatchqueue has failed. So Rx process wont be ableto receive any events

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

```
%SPILIB-3-PL_Q_DESTRN_ERRMSG: SPI PL queue destroy failed forreason : %s
```

Explanation The process attempt to destroy PL dispatchqueue has failed.

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

Error Message

```
%SPILIB-3-PL_Q_DISP_DATA_CREATN_ERRMSG: SPI PL creation of dispatch data for receivedevents failed for reason : %s proc_id : %s
```

Explanation The process attempt to create a PL dispatchdata has failed. So Rx process wont be ableto process the received events

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

```
%SPILIB-3-PL_Q_DISP_ELEM_CREATN_ERRMSG: SPI PL creation of dispatch element for
receivedevents failed for reason : %s proc_id: %s
```

Explanation The process attempt to create a PL dispatchelement has failed. So Rx process wont be ableto process the received events

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

```
%SPILIB-3-PL_REMOTE_NODE_ERRMSG: SPI PL remote node event has failed forreason :
%s
```

Explanation SPI PL remote node event has failed. Without this SPIservices might 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/cisco/web/support/index.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.

SRC Messages

Error Message

```
%SRC-3-AFOVEN_ERROR: Attempt to enable [chars] protection autofailover on
interface [chars] when port status is [hex]
```

Explanation The software failed in an attempt to enable the auto-failover feature.

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

Error Message

%SRC-3-LC_APS_INTF_FAULT: SRC detected a APS interface fault for line card in slot [dec]

Explanation The SRC has detected an APS interface fault.

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

Error Message

%SRC-3-LC_APS_INTF_INIT_FAULT: SRC-LRC APS interface could not be initialized for line card in slot [dec]

Explanation The SRC has detected an APS interface fault.

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

Error Message

%SRC-3-LC_APS_TIMEOUT: SRC detected keep alive timeout on APS interface for slot [dec]

Explanation The SRC has detected an APS keepalive timeout fault.

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

Error Message

```
%SRC-3-LC_CMI_INTF_FAULT: SRC detected a CMI interface fault for line card in slot [dec]
```

Explanation The SRC has detected a CMI interface fault.

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

Error Message

```
%SRC-3-LC_CMI_TIMEOUT: SRC detected keep alive timeout on CMI interface for slot [dec]
```

Explanation The SRC has detected a CMI keepalive timeout fault.

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

Error Message

```
%SRC-3-LC_REG_READ_FAIL: Register read failed for slot [dec], addr [hex] due to [chars]
```

Explanation The SRC could not read from the line card register.

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

Error Message

%SRC-3-LC_REG_WRITE_FAIL: Register write failed for slot [dec], addr [hex] due to [chars]

Explanation The SRC could not write to the line card register.

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

SRCP_APP Messages

Error Message

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

Error Message

%SRCP_APP-3-INTERNAL_ERROR: %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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SRCP_APP-4-INTERNAL_WARNING: %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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%SRCP_APP-6-DNS_QUEUE_FAILED: Failed to create DNS message watched queue

Explanation Failed to create DNS message watched queue.

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

Error Message

%SRCP_APP-6-PROCESS_CREATION_FAILED: Cannot create SRCP application process

Explanation Failed to create the SRCP application process.

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

Error Message

%SRCP_APP-6-SOCKET_OPEN_FAILED: Failed to open UDP port for SRCP

Explanation Failed to open UDP port for the SRCP process.

Recommended Action Check if any other application use the same UDP port number (2427).

Error Message

%SRCP_APP-6-SYS_QUEUE_FAILED: Failed to create SRCP system message watched queue

Explanation Failed to create SRCP system message watched queue.

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

Error Message

```
%SREC_OPEN-4-ERROR_ALLOC:
  %Error: Can't allocate [dec] bytes for srec data
```

Explanation The system is unable to allocate the required memory to access the file.

Recommended Action Check the memory usage of the system and retry the operation.

Error Message

```
%SREC_OPEN-4-ERROR_OPEN:
  %Error: Can't open [chars]
```

Explanation The system is unable to open the specified file.

Recommended Action Ensure that the filename is correct. Enter the **dir** command to check the filename.

Error Message

```
%SREC_OPEN-4-ERROR_READ:
  %Error: srec file [chars] read failed
```

Explanation An unknown error occurred while the system was converting the SREC file to a binary file.

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

Error Message

```
%SREC_OPEN-4-ERROR_SIZE: %Error: Bad file size [chars]
```

Explanation The file is too small or too large for the SREC file.

Recommended Action Enter the **dir** command and check the size of the file. Retry the operation.

SRP Messages

The following are Spatial Reuse Protocol (SRP) messages.

Error Message

%SRP-1-WRAPPING_PROCESS_LOCKED: [chars] The wrap/unwrap state-change process is locked

Explanation A wrap and unwrap state change process did not complete in the maximum specified amount of time.

Recommended Action If message recurs periodically, enter the **shutdown** and **no shutdown** commands on the interface to shut down and restart the interface.

Error Message

%SRP-3-DUP_MAC_ADDR: %s : Duplicate mac addresses in topology

Explanation The topology contains 1 or more duplicate mac addresses

Recommended Action Identify duplicate address and correct configuration.

Error Message

%SRP-3-FALSE_VAL_ALARM: [chars] - error in [chars]

Explanation A false value has been returned. Some features or commands may not work properly.

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

Error Message

%SRP-3-NULL_P_ALARM: Dereferencing NULL pointer [chars] in [chars]

Explanation A pointer with a null value has been detected. Some features or commands may not work properly.

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

Error Message

%SRP-3-RING_ID_ERROR: %s : Rx side %s, Tx side of fiber originates on side %s

Explanation The fiber on the specified side is remotely connected to the wrong side

Recommended Action Verify that each side A is connected to side B and each side B is connected to side A.

Error Message

%SRP-3-SINGLE_NODE_TOPO: %s : Single node in topology

Explanation The topology discovery resulted in a single node being found

Recommended Action This can be due to duplicated mac addresses. Identify mac address of interface and ensure it is not duplicated on other nodes. If the node is in loopback, disregard this message.

Error Message

%SRP-4-ALARM: [chars] Side [char] [chars]

Explanation A physical line error condition exists on the specified network.

Recommended Action Diagnose and repair the physical error.

Error Message

%SRP-4-RAC_ALARM: [chars] Side [char] [chars]

Explanation A physical error condition was detected at the RAC specified in the error message.

Recommended Action Attempt to diagnose and repair the physical error.

Error Message

%SRP-4-SRR_STATE_CHANGE: [chars] SRR usage changed ([chars])

Explanation The SRR ring usage has been changed to or from using the inner, the outer, or both rings.

Recommended Action Diagnose and repair the cause of the ring usage change.

Error Message

%SRP-4-SRR_VER_MISMATCH: [chars] SRR version mismatch detected.

Explanation Different SRR versions have been received from other nodes.

Recommended Action Update the Cisco IOS software image on all nodes of the ring to the same SRR version.

Error Message

%SRP-4-WRAP_STATE_CHANGE: [chars] [chars] on side [char] ([chars])

Explanation The specified side of the interface is wrapped or unwrapped.

Recommended Action Diagnose and repair the cause of the wrap.

SRPMIB Messages

The following are SRP MIB messages for the Cisco 12000 series Internet Router.

Error Message

%SRPMIB-3-FALSE_VAL_ALARM: [chars] - error in [chars]

Explanation A false value has been returned. Some features or commands may not work 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/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

%SRPMIB-3-NULL_P_ALARM: Dereferencing NULL pointer [chars] in [chars]

Explanation A pointer with a null value has been detected. Some features or commands may not work 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/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

%SRW-7-BAD_SRW_DATA: Bad SRW data ([hex])

Explanation An internal software error occurred.

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

Error Message

%SRW-7-BAD_SRW_MAGIC: Bad SRW magic [hex] @ [hex]

Explanation An internal software error occurred.

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

Error Message

%SRW-7-SRW_ERROR: [chars]: [hex] [hex] [dec] [dec] [dec] [dec] [hex]

Explanation An internal software error occurred.

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

Error Message

```
%SRW-7-SRW_ERROR2: [chars]: [hex] [hex] [dec] [dec] [dec] [dec] [hex] [hex] [hex]
[hex] [dec]
```

Explanation An internal software error occurred.

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

Error Message

```
%SRW-7-SRW_ERROR3: [chars]: [hex] [hex] [dec] [dec] [dec] [dec] [hex] [hex] [hex]
[dec] [hex] [dec]
```

Explanation An internal software error occurred.

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

SSE Messages

Error Message

```
%SSE-2-BOGUSEQ: SSE bogus equal branch %#x, %#x, %d %x
```

Explanation An internal inconsistency in the data structures used by the SSE occurred.

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

Error Message

```
%SSE-2-HUNG: SSE hung -- %s
```

Explanation The SSE is hung.

Recommended Action Reboot the SSE.

Error Message

```
%SSE-2-HWFAILURE: SSE hardware failure -- %s code %#x
```

Explanation A hardware error occurred, indicating an unexpected condition on the silicon switch processor (SSP) board.

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

Error Message

```
%SSE-2-MEMERROR: SSE memory failure, address %#x, expected %#x, got %#x
```

Explanation A hardware error occurred, indicating memory failure on the silicon switch processor (SSP) board.

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

Error Message

```
%SSE-2-NESTADDR: SSE nested addresses detected, protocol %d %i
```

Explanation An internal inconsistency in the data structures used by the SSE occurred.

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

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

Error Message

```
%SSE-2-NOMATCH: SSE delete didn't end at a match node, type %c,value %d, address %i, bytcount %d, high %d, state %d
```

Explanation An internal inconsistency in the data structures used by the SSE occurred.

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

Error Message

```
%SSE-2-NOMEMORY: No memory available for %s
```

Explanation An operation could not be accomplished because of a low memory condition.

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

Error Message

```
%SSE-2-NOTZERO: program memory does not start at zero
```

Explanation A hardware error occurred, indicating an unexpected condition on the silicon switch processor (SSP) board.

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

Error Message

```
%SSE-2-SWFAILURE: SSE software failure -- %s %#x
```

Explanation A software failure occurred.

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

Error Message

```
%SSE-3-BADMEMORY: SSE memory failure detected, orig %#x %#x, tested %#x %#x
```

Explanation A memory error occurred.

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

Error Message

```
%SSE-3-COMPERR: SSE compilation failure -- %s
```

Explanation A software failure occurred.

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

SSG Messages

Error Message

%SSG-2-(-1): could not start process [chars]

Explanation SSG could not start one of its processes.

Recommended Action Add more memory.

Error Message

%SSG-2-INIT_FAIL: initialization failed for [chars]

Explanation SSG failed one of its initialization procedures.

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

Error Message

%SSG-2-NO_PROCESS: could not start process [chars]

Explanation SSG 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

%SSG-2-PORT_FAIL: could not get UDP port (interface not ready)

Explanation If interface is not ready or not correctly configured, SSG will not be able to bind to UDP port which SSG needs for RADIUS communication.

Recommended Action Ensure the configuration is correct.

Error Message

%SSG-2-SSG_TAL_SP_MAX: SSG TAL : Suspect users count reached maximum configured value. New suspect user entries will not be added to the TAL list

Explanation Suspect users have reached more than the configured value. Possibly some one is trying to do DoS attach.

Recommended Action Check the network to determine if any DoS attacks are attempted. If you do not see any problem, free the spurious user entries. You may increase the maximum number of spurious users limit through configuration.

Error Message

%SSG-3-SSG_EREVENT: [chars]

Explanation The SSG feature has encountered an unexpected software error. This could be caused by a particular sequence of events.

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

Error Message

%SSG-4-CLEAR_SERVICE_ERR: Service Authorization Requests pending. Service ([chars]) will not be cleared

Explanation There are Service Authorization Request pending which will complete after an AAA response has been received.

Recommended Action Wait for the pending requests to be completed and try the command again.

Error Message

%SSG-4-PARSER_ERR: invoking parser internally failed ([chars])

Explanation Parser is invoked internally for some functionality. There might be an incorrect configuration.

Recommended Action Ensure the configuration is correct.

Error Message

%SSG-5-SSG_MAX_HOST: SSG host count has reached the maximum configured value [dec].

Explanation The number of SSG hosts has reached the maximum configured limit. New hosts will not be allowed to login until some users logout.

Recommended Action Check the hosts that have logged in by entering the **show ssg host** command. Hosts not required can be cleared with **clear ssg host** command. If more hosts are to be allowed, increase the maxhost limit in the **ssg maxhost** configuration command .

Error Message

%SSG-5-SSG_TAL_AUTH_PENDING: SSG TAL : Authorization requests pending, AAA server might be down

Explanation Authorization requests pending are more than the configured value. AAA server may be responding very slow or AAA server may be down

Recommended Action Check if the server is alive, then increase the maximum pending requests in configuration.

Error Message

%SSG-5-SSG_TAL_AUTH_RATE: SSG TAL : Attempting to send more authorization requests/sec than the configured rate-limit value

Explanation Number of authorization requests/sec attempted is more than the configured authorization ratelimit/sec value

Recommended Action Notification message about the number of new users per second. You can increase the rate limit value, if AAA server is capable of handling more requests per second.

Error Message

%SSG-5-SSG_TAL_NR: SSG TAL : No response from AAA server. AAA server might be down or overloaded.

Explanation No response received from the AAA server for the authorization requests. AAA server may be down or load on AAA server is very high.

Recommended Action If AAA server is down, restart the AAA server. If the load on the AAA server is high, configured SSG authorization rate-limit to be less than what is currently configured.

Error Message

%SSG-5-SSG_TAL_TP_MAX: Transparent passthrough users count has reached maximum configured value [dec].

Explanation The transparent passthrough user count has reached the maximum configured value. New transparent passthrough users will not be allowed to log in until some existing transparent passthrough users are cleared.

Recommended Action Check the transparent passthrough users with the `show ssg user passthrough` command. Users not in use can be cleared with the **clear ssg user transparent passthrough** command. If more users need to be allowed, increase the limit by entering the `user passthrough maximum` command in the SSG login transparent configuration sub-mode.

SSH Messages

The following are Secure Shell protocol messages.

Error Message

%SSH-3-KEYPAIR: Attempt to generate server keys failed - error code: %s

Explanation Server RSA key-pair could not be generated.

Recommended Action If this message recurs, contact your technical support representative.

Error Message

%SSH-3-PRIVATEKEY: Unable to retrieve RSA private key for %s

Explanation RSA private key does not exist or is corrupted.

Recommended Action If this message recurs, contact your technical support representative.

Error Message

%SSH-4-DEATTACK: CRC-32 compensation attack detected src [IP_address] dst [IP_address], attack thwarted. Connection is closed.

Explanation A CRC-32 compensation attack has been detected. CRC-32 compensation vulnerability allows an attacker to execute arbitrary commands on the SSH server or otherwise subvert an encrypted SSH channel with arbitrary data.

Recommended Action No action is necessary. The attack has been thwarted.

Error Message

%SSH-4-SSH2_UNEXPECTED_MSG: Unexpected message type has arrived. Terminating the connection

Explanation SSH Session closure warning on receiving an inappropriate message from the peer

Recommended Action If this message recurs, contact your technical support representative.

Error Message

%SSH-5-DISABLED: SSH %d.%d has been disabled

Explanation The SSH protocol has been disabled for connections.

Recommended Action No action necessary - informational message.

Error Message

%SSH-5-ENABLED: SSH %d.%d has been enabled

Explanation The SSH protocol has been enabled for connections.

Recommended Action No action necessary - informational message.

Error Message

%SSH-5-SSH2_CLOSE: SSH2 Session from [chars] (tty = [dec]) for user '[chars]' using crypto cipher '[chars]', hmac '[chars]' closed

Explanation The SSH Session closure information.

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

Error Message

%SSH-5-SSH2_SESSION: SSH2 Session request from [chars] (tty = [dec]) using crypto cipher '[chars]', hmac '[chars]' [chars]

Explanation The SSH session request information.

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

Error Message

%SSH-5-SSH2_USERAUTH: User '[chars]' authentication for SSH2 Session from [chars] (tty = [dec]) using crypto cipher '[chars]', hmac '[chars]' [chars]

Explanation The SSH user authentication status information.

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

Error Message

%SSH-5-SSH_CLOSE: SSH Session from [chars] (tty = [dec]) for user '[chars]' using crypto cipher '[chars]' closed

Explanation The SSH Session closure information.

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

Error Message

%SSH-5-SSH_SESSION: SSH Session request from [chars] (tty = [dec]) using crypto cipher '[chars]' [chars]

Explanation The SSH session request information.

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

Error Message

%SSH-5-SSH_USERAUTH: User '[chars]' authentication for SSH Session from [chars] (tty = [dec]) using crypto cipher '[chars]' [chars]

Explanation The SSH user authentication status information.

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

SSLVPN Messages

Error Message

%SSLVPN-5-SSLVPNMGR_ERROR: [chars] [chars]

Explanation SSLVPN Manager error.

Recommended Action No action is required.

Error Message

%SSLVPN-5-UPDOWN: sslvpn [chars] : [chars] changed state to [chars]

Explanation The SSLVPN service state has changed.

Recommended Action No action is required.

Error Message

%SSLVPN-6-CONTEXT_MAX_USERS_LOGIN_DENIED: Login denied for user '[chars]' ; Max users exceeded for context '[chars]'

Explanation The user was denied login because the the maximum number of users for the context has been exceeded.

Recommended Action Check the gateway configuration and reconfigure the maximum allowed users in the context.

Error Message

%SSLVPN-6-GLOBAL_MAX_USERS_LOGIN_DENIED: Login denied for user '[chars]' ; Global max users limit reached

Explanation The user was denied login because the the maximum users limit has been reached.

Recommended Action To support more users, install more SSLVPN gateways.

Error Message

%SSLVPN-6-HTTPAUTH_NTLM_NEGO_ERROR: NTLM Negotiation error while doing HTTP authentication for url '[chars]://[chars][chars]' being accessed by user '[chars]' in context '[chars]'

Explanation An NTLM negotiation error occurred while performing the HTTP authentication with the server for the specified URL.

Recommended Action Check the server configuration and reconfigure it.

Error Message

%SSLVPN-6-HTTP_KEEPALIVE_DISABLED: HTTP Keepalive is disabled on the server for url '[chars]://[chars][chars]' being accessed by user '[chars]' in context '[chars]'

Explanation The HTTP keepalive is disabled on the server for the specified URL.

Recommended Action Check the server configuration and reconfigure it.

Error Message

%SSLVPN-6-INVALID_RADIUS_CONFIGURATION: Radius configured [chars] '[chars]' does not exist

Explanation The name configured on the RADIUS server does not match any of the configured names on the gateway.

Recommended Action Check the gateway configuration and reconfigure the RADIUS server.

Error Message

%SSLVPN-6-OVERSIZE_NTLM_TYPE3_CREDENTIALS: NTLM Type3 credentials size is larger than supported for url '[chars]://[chars][chars]' being accessed by user '[chars]' in context '[chars]'

Explanation The NTLM Type3 credentials size for the specified URL is larger than is supported on the gateway.

Recommended Action Check the server configuration and reconfigure it.

Error Message

%SSLVPN-6-RADIUS_ATTRIBUTE_TOO_LONG: Attribute length [dec] is longer than buffer size [dec]

Explanation The attribute configured on the RADIUS server is longer than the allocated buffer size and will be ignored.

Recommended Action Reconfigure the RADIUS attribute with the appropriate length.

Error Message

%SSLVPN-6-UNSUPPORTED_BASIC_HTTP_METHOD: Unsupported Basic HTTP method configured for url '[chars]://[chars][chars]' being accessed by user '[chars]' in context '[chars]'

Explanation The basic HTTP method configured on the server for the specified URL is not supported by the gateway.

Recommended Action Check the server configuration and reconfigure it.

Error Message

%SSLVPN-6-UNSUPPORTED_HTTPAUTH_METHOD: Unsupported HTTP Authentication method configured for url '[chars]://[chars][chars]' being accessed by user '[chars]' in context '[chars]'

Explanation The HTTP authentication method configured on the server for the specified URL is not supported by the gateway.

Recommended Action Check the server configuration and reconfigure it.

Error Message

%SSLVPN-6-WEBVPN_TUNNEL_USER_LOGOUT: User: '[chars]' has logged out from gateway '[chars]' context '[chars]'

Explanation A tunneling user has logged out from the given gateway/context.

Recommended Action The information is used to track user logout events. No action is required.

SSP Messages

Error Message

%SSP-3-DATACREATEFAIL: Creation of required data structures failed.

Explanation SSP will not operate properly due to abnormal initialization of required data structures.

Recommended Action Reload the device. If the error persists, contact your technical service representative.

Error Message

%SSP-3-EXCEEDMAXDOI: SSP maximum DOI exceeded.

Explanation The configuration has exceeded the maximum number of SSP clients allowed on this device at any one time.

Recommended Action Please verify your configuration and reduce the number of SSP clients running at the same time. If a large number of SSP clients is required contact your technical service representative.

Error Message

%SSP-3-NOSTART: SSP could not initialize.

Explanation The SSP process could not successfully initialize. This may be due to unusual protocol startup times in certain topologies.

Recommended Action Ensure that your IP redundancy mechanism (HSRP) config is valid and that all protocols have started. Configure SSP once more. If the error recurs contact your technical service advisor.

Error Message

%SSP-3-SRVSOCKCREATEFAIL: SSP socket creation failed.

Explanation The SSP process could not establish a socket connection with the SSP peer. This is likely to occur in either of two situations, the device is under extreme load, or it is misconfigured.

Recommended Action Verify that the SSP configuration is valid. Configure SSP to use a different port number. Reduce the load on the device.

Error Message

%SSP-4-CANNOTRUNVER: SSP version %2d.%3d was requested but is not supported in this image.

Explanation The version of SSP requested by the active device is not available in this image. SSP will not run on this device until it is upgraded or the active is downgraded.

Recommended Action Verify that all SSP peers are running compatible images and that the configuration on each device is as intended.

Error Message

%SSP-4-GROUPCREATEFAIL: The SSP group could not be created.

Explanation The maximum number of SSP groups has been reached.

Recommended Action This is not an error situation. Only one SSP group is permitted at one time.

Error Message

%SSP-4-MISMATCHEDVERRECV: Wrong version on received packet.

Explanation The SSP version information in a received packet does not match what is currently running on this device.

Recommended Action Verify the configuration of all the SSP peers. Ensure all peers are running the correct image.

Error Message

%SSP-5-DISABLED: SSP entering disabled state.

Explanation SSP has entered its disabled state. This is normal under many circumstances. For example, when the SSP configuration is changed or when a tracked interface is shut down or fails.

Recommended Action If this change occurred because of failure on the active peer, eliminate the cause of failure and reload the failed device.

Error Message

%SSP-6-ACTIVE: SSP entering active state.

Explanation SSP has entered its active state. This is normal.

Recommended Action No action needed.

Error Message

%SSP-6-IPREDGRPADD: An IP Redundancy group listed in the SSP config has been added to this device.

Explanation This is normal. The device may now become the active or the standby if no other configuration items are missing.

Recommended Action No action needed.

Error Message

%SSP-6-IPREDGRPDEL: An IP Redundancy group listed in the SSP config has been removed from this device.

Explanation This is normal. The device may not become the active or the standby if any configuration items are missing.

Recommended Action Re-add the IP Redundancy group to the device or remove it from the SSP configuration.

Error Message

```
%SSP-6-STANDBY: SSP entering standby state.
```

Explanation SSP has entered its standby state. This is normal.

Recommended Action No action needed.

SSRP Messages

The following are SONET/SDH based SRP Double Wide PCI port adapter driver messages.

Error Message

```
%SSRP-1-INITFAIL: SRP(%d/%d), initialization timeout failure
```

Explanation The SRP Port adaptor has failed to Initialize

Recommended Action Check card seating, and if problem persists, copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support.

Error Message

```
%SSRP-2-TXERROR: SRP([dec]/[dec]), TX_ERROR Interrupt has occurred. Error Register=[hex]
```

Explanation A fatal error has occurred in the Tx PCI.

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

Error Message

```
%SSRP-2-TXERRORCAUSE: SRP([dec]/[dec]), TX_ERROR Interrupt cause :[chars]
```

Explanation This message describes the cause of the fatal error that occurred in the Tx PCI.

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

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

Error Message

```
%SSRP-3-OWNERR: SRP(%d/%d), buffer ownership error, pak=0x%x
```

Explanation A software or hardware error occurred. The SRP port adaptor driver detected that the transmit ring is in an inconsistent and unrecoverable state.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support.

Error Message

```
%SSRP-3-UNSUPPORTED: %s
```

Explanation The SSRP hardware is not supported on this platform.

Recommended Action Upgrade your system.

Error Message

```
%SSRP-5-NOCARR: SRP(%d/%d), no carrier
```

SSSMGR Messages

The following are Subscriber Service Switching (SSS) Manager messages.

Error Message

```
%SSSMGR-3-BAD_CONTEXT_HANDLE: Corrupted SSS handle [[hex]] in SSS message.
```

Explanation An internal error has occurred in the SSS manager.

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

Error Message

%SSSMGR-3-DYNAMIC_UPDATE_NOT_SUPPORTED: [%d] Dynamic session updates not allowed on this %s session. It is an unsupported configuration.

Explanation Updates on these sessions not supported. This is an unsupported configuration.

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

Error Message

%SSSMGR-3-INFO_TYPE_NO_COPY_VECTOR: info type has no copy vector (%d).

Explanation An internal SSS Manager error occurred.

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

Error Message

%SSSMGR-3-INIT: Initialisation failure, %s

Explanation An internal SSS Manager error occurred.

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

Error Message

%SSSMGR-3-INVALID_FSM_STATE: Encountered an invalid SSS Mgr state [dec] in [chars]

Explanation An internal error has occurred in the SSS manager.

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

Error Message

%SSSMGR-3-INVALID_INFO_TYPE: Received an INVALID info type value (%d).

Explanation An internal SSS Manager error occurred.

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

Error Message

%SSSMGR-3-INVALID_SERVICE_TYPE: Received an INVALID service type (%d)%s.

Explanation An internal SSS Manager error occurred.

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

Error Message

%SSSMGR-3-MEMORY_LOW: Memory low (%d times), disconnecting session

Explanation Required memory is running low.

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

Error Message

%SSSMGR-3-NULL_FCT_POINTER: Cannot call process: invalid function pointer for [chars].

Explanation An internal SSS Manager error occurred.

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

Error Message

%SSSMGR-3-NULL_FSM_CONTEXT: Encountered a NULL SSS Mgr context in [chars]

Explanation A null context was encountered in the SSS manager.

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

Error Message

%SSSMGR-3-NULL_INFO_STRING: Received a NULL info string value.

Explanation An internal SSS Manager error occurred.

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

Error Message

%SSSMGR-3-POLICY_CTX_POISONED: Policy context [hex] has bad magic, [hex].

Explanation The magic number in the policy context is wrong.

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

Error Message

%SSSMGR-3-RESOURCE_OVERFLOW: Resource overflow

Explanation A fixed size system resource has been exceeded.

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

Error Message

%SSSMGR-3-SBINIT: Error initializing [chars] subblock data structure. [chars]

Explanation Initialization of the specified subblock data structure has failed.

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

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

Error Message

%SSSMGR-3-UNEXPECTED_MSG: Encountered an unexpected message: %s

Explanation Encountered an unexpected message.

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

Error Message

%SSSMGR-3-UNEXPECTED_SIP_INFO: Encountered an unexpected SIP info: %s

Explanation Encountered an unexpected SIP info.

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

Error Message

%SSSMGR-3-UNSUPPORTED_CFG: Unsupported configuration detected: [uid: [int]]
[chars]

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

Error Message

%SSSMGR-5-IFCFG_NOTALLWED_IN_SVC: Interface-config not allowed at service config level, ignoring

Explanation Interface-configuration attribute is not allowed while in a service profile. It is only supported in user profiles.

Recommended Action Remove interface-configuration attribute from the service profile and reconfigure using a user profile.

Error Message

%SSSMGR-5-UNSUPPORTED_CFG_NOTICE: Unsupported configuration detected, [chars]

Explanation The value of the specified configuration parameter was out of range. This is not considered an error as the value was adjusted to be within the supported range. Update the configuration source to a value within the supported range to avoid this message.

Recommended Action No action is required.

STACKMGR Messages

The following are stack manager controller messages.

Error Message

%STACKMGR-3-HDM_GET_DEVICE_RECORD_FAIL: Device Manager could not get device record.

Explanation This switch could not get the device record for some/all other switches in the stack

Recommended Action LOG_STD_DDTS_TAC_DETAILS

Error Message

%STACKMGR-3-HDM_GET_UPTIME_FAIL: Device Manager could not send uptime %s to boxes 0x%x.

Explanation The switch could not request or send uptime to Master switch. Uptime for switches may not be displayed

Recommended Action No action is required.

Error Message

%STACKMGR-3-MSG_FAIL: Failed to retrieve stack message from port-asic %d in direction %d

Explanation Stack Manager module failed to retrieve stack messages

Recommended Action No action is required.

Error Message

%STACKMGR-3-NORECORD: Switch removed event for switch %d with no switch record

Explanation Stack Manager Notifier module received switch removed event for which there is no switch record.

Recommended Action No action is required.

Error Message

%STACKMGR-4-MASTER_ELECTED: Switch %d has been elected as MASTER of the stack

Explanation The specified Switch has been elected master

Recommended Action No action is required.

Error Message

%STACKMGR-4-STACK_LINK_CHANGE: Stack Port %s Switch %d has changed to state %s

Explanation The specified stack port status has changed to state up/down.

Recommended Action No action is required.

Error Message

%STACKMGR-4-SWITCH_ADDED: Switch %d has been ADDED to the stack

Explanation The specified Switch has been added to the stack.

Recommended Action No action is required.

Error Message

%STACKMGR-4-SWITCH_ADDED_FM: Switch %d has been ADDED to the stack
(FEATURE_MISMATCH)

Explanation The specified Switch has been added to the stack in Feature Mismatch

Recommended Action No action is required.

Error Message

%STACKMGR-4-SWITCH_ADDED_SDM: Switch %d has been ADDED to the stack (SDM_MISMATCH)

Explanation The specified Switch has been added to the stack

Recommended Action No action is required.

Error Message

%STACKMGR-4-SWITCH_ADDED_VM: Switch %d has been ADDED to the stack (VERSION_MISMATCH)

Explanation The specified Switch has been added to the stack in Version Mismatch

Recommended Action No action is required.

Error Message

%STACKMGR-4-SWITCH_REMOVED: Switch %d has been REMOVED from the stack

Explanation The specified Switch has been removed from the stack.

Recommended Action No action is required.

Error Message

%STACKMGR-5-EVENT_DROPPED: Notifier Event (%s) Dropped

Explanation Stack Manager Event is Dropped due to resource issues.

Recommended Action No action is required.

Error Message

%STACKMGR-5-MAJOR_VERSION_MISMATCH: Major Version Mismatch (Local %d - Received %d) with neighbor-%d

Explanation Received Stack Message with different Major version number. Will shutdown the stack port connected to that neighbor.

Recommended Action No action is required.

Error Message

%STACKMGR-5-MASTER_READY: Master Switch %d is READY

Explanation The Master Switch is ready for use

Recommended Action No action is required.

Error Message

%STACKMGR-5-SWITCH_READY: Switch %d is READY

Explanation The specified switch is ready

Recommended Action No action is required.

Error Message

%STACKMGR-6-HDM_GET_DEVICE_RECORD_FAIL: Device Manager could not get device record.

Explanation This switch could not obtain the device record for some or all of the all other switches in the stack.

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

Error Message

%STACKMGR-6-MASTER_ELECTED: Switch [dec] has been elected as MASTER of the stack

Explanation The specified switch has been selected as the active switch.

Recommended Action No action is required.

Error Message

%STACKMGR-6-MASTER_READY: Master Switch [dec] is READY

Explanation The active switch is ready for use.

Recommended Action No action is required.

Error Message

%STACKMGR-6-MSG_FAIL: Failed to retrieve stack message from port-asic [dec] in direction [dec]

Explanation The module for the stack manager module failed to retrieve stack messages.

Recommended Action No action is required.

Error Message

%STACKMGR-6-NORECORD: Switch removed event for switch [dec] with no switch record

Explanation The module for the stack manager notifier has detected that a switch has been removed, but no switch record exists for the removed switch.

Recommended Action No action is required.

Error Message

%STACKMGR-6-STACK_LINK_CHANGE: Stack Port [chars] Switch [dec] has changed to state [chars]

Explanation The status of the specified stack port has changed to active or inactive (up or down).

Recommended Action No action is required.

Error Message

%STACKMGR-6-SWITCH_ADDED: Switch [dec] has been ADDED to the stack

Explanation The specified switch has been added to the stack.

Recommended Action No action is required.

Error Message

%STACKMGR-6-SWITCH_ADDED_SDM: Switch [dec] has been ADDED to the stack (SDM_MISMATCH)

Explanation The specified switch has been added to the stack.

Recommended Action No action is required.

Error Message

%STACKMGR-6-SWITCH_ADDED_VM: Switch [dec] has been ADDED to the stack (VERSION_MISMATCH)

Explanation The specified switch has been added to the stack.

Recommended Action No action is required.

Error Message

%STACKMGR-6-SWITCH_READY: Switch [dec] is READY

Explanation The specified switch is in the "ready" state.

Recommended Action No action is required.

Error Message

%STACKMGR-6-SWITCH_REMOVED: Switch [dec] has been REMOVED from the stack

Explanation The specified switch has been removed from the stack.

Recommended Action No action is required.

STANDBY Messages

The following are Hot Standby Router Protocol (HSRP) messages.

Error Message

```
%STANDBY-3-BDAUTH: Bad authentication from [IP_address], group [dec], remote state [chars]
```

Explanation Two routers that are participating in HSRP disagree about the valid authentication string.

Recommended Action Enter the **standby authentication interface** command to repair the HSRP authentication discrepancy between the local system and the router whose IP address is reported.

Error Message

```
%STANDBY-3-DIFFVIP1: [chars] Group [dec] active routers virtual IP address [IP_address] is different to the locally configured address [IP_address]
```

Explanation The HSRP virtual IP address contained in the hello message from the active router is different from the HSRP virtual IP address that is configured on the local router.

Recommended Action Check the configuration on all HSRP routers.

Error Message

```
%STANDBY-3-DUPADDR: Duplicate address [IP_address] on [chars], sourced by [enet]
```

Explanation The router has received an HSRP message on the interface. The IP address in the HSRP message is the same as the IP address of the router. This condition may be caused by a network loop, a misconfiguration, or a malfunctioning switch.

Recommended Action Ensure that there are no network loops. Check the configuration on all the HSRP routers. Ensure that any switches are configured correctly and functioning properly.

Error Message

```
%STANDBY-3-DUPVIP1: [chars] Group [dec] address [IP_address] is already assigned to [chars] group [dec]
```

Explanation The system cannot learn the HSRP virtual IP address contained in the hello message because the HSRP virtual IP address is already assigned to a different HSRP group.

Recommended Action Check the configuration on all HSRP routers.

Error Message

%STANDBY-3-DUPVIP2: [chars] Group [dec] address [IP_address] is already assigned on this interface

Explanation The system cannot learn the HSRP virtual IP address contained in the hello message because the HSRP virtual IP address is already assigned to this interface.

Recommended Action Check the configuration on all HSRP routers.

Error Message

%STANDBY-3-DUPVIP3: [chars] Group [dec] address [IP_address] is already assigned to, or overlaps with, an address on another interface or application

Explanation The system cannot learn the HSRP virtual IP address contained in the hello message because it is already assigned to, or overlaps with, an address on another interface or application.

Recommended Action Check the configuration on all HSRP routers.

Error Message

%STANDBY-3-NOSOCKET: Unable to open socket

Explanation The system was unable to initialize an IP connection for the HSRP.

Recommended Action Ensure that there is at least one interface configured to run IP.

STAPL_OPEN Messages

Error Message

%STAPL_OPEN-4-ERROR_ALLOC: %%Error: Can't allocate %d bytes for STAPL data

Explanation The system could not allocate required memory to access the file.

Recommended Action Check the memory usage of the system and retry the operation.

Error Message

%STAPL_OPEN-4-ERROR_OPEN: %%Error: Can't open %s

Explanation The system is unable to open the file specified in the error message.

Recommended Action Ensure that the file name is correct. Enter the dir command to check the file name.

Error Message

%STAPL_OPEN-4-ERROR_READ: %%Error: STAPL file %s read failed

Explanation An unknown error has occurred while the system was copying the STAPL program file to a local buffer.

Recommended Action Enter the del %s command to remove the file. Use the copy command to recopy the file from a known good source to its desired destination %s. 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

%STAPL_OPEN-4-ERROR_SIZE: %%Error: Bad file size %s

Explanation The file is too small or too large for a STAPL program file.

Recommended Action Enter the dir command and check the size of the file. Retry the operation.

STD Messages

Error Message

%STD-3-ERROR_IN_TEMPLATE: Unexpected Error in TCAM template. Function %s:%d.

Explanation An error in programming the TCAM template definition has resulted in an error in the specified function.

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

Error Message

%STD-3-INVALID_ASIC: Invalid ASIC number %d used as a parameter to a function.

Explanation An invalid ASIC number was passed to a function.

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

Error Message

%STD-3-INVALID_ASIC_ALL: The ASIC_ALL define was passed as a parameter to a read function.

Explanation The ASIC_ALL parameter was passed to a read function, which is not allowed.

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

Error Message

%STD-3-INVALID_HASH_BUCKET: Invalid hash bucket %d used as a parameter to function.

Explanation An invalid hash bucket was passed to a function.

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

Error Message

%STD-3-INVALID_HASH_OFFSET: Invalid hash offset %d used as a parameter to function.

Explanation An invalid hash offset was passed to a function.

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

Error Message

%STD-3-INVALID_INDEX: Invalid index %d used as a parameter to function.

Explanation An invalid index was passed to a function.

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

Error Message

%STD-3-INVALID_NUM_WORDS: The specified number of words of %d is too large.

Explanation The number of words to read/write goes beyond the entry size.

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

Error Message

%STD-3-INVALID_OFFSET: The specified offset value of %d is too large

Explanation An offset value was passed to a function that breaks the TCAM entries limit

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

Error Message

%STD-3-INVALID_PRIVATE_TABLE_ENTRY: There is an invalid entry in a private table.
Function %s:%d.

Explanation A private storage table contains an entry with an invalid value.

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

Error Message

%STD-3-INVALID_SIZE: The specified size is not a multiple of 4.

Explanation An size value was passed to a function that requires it to be specified in multiples of 4.

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

Error Message

%STD-3-INVALID_TABLE_ID: Invalid Table ID %d used as a parameter to a function.

Explanation An invalid Table Id was passed to a function.

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

Error Message

%STD-3-INVALID_TCAM: Invalid TCAM ID %d used as a parameter to a function.

Explanation An invalid TCAM ID was passed to a function.

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

Error Message

%STD-3-NO_FRAM_ENTRY_FOUND: No Fram Entry could be found for the corresponding tcam and tcamIndex TCAM : %d, TCAMINDEX %d, LOW : %d

Explanation No Fram Entry could be found in the local config tables

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

Error Message

%STD-3-NULL_PTR: parameter is null pointer in function: %s.

Explanation A NULL pointer was passed as parameter to a function.

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

STEWIE Messages

Error Message

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

Explanation The initialization of the Internal Service Module has failed.

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

Error Message

%STM-2-REGIONERROR: TCAM region %d error: %s %d %s %d.

Explanation TCAM manager region error.

Recommended Action Reboot the switch.

STORM_CONTROL Messages

The following are Storm Control messages.

Error Message

%STORM_CONTROL-2-SHUTDOWN: Storm control shut down [chars]

Explanation Excessive traffic has been detected on a port and has shut it down.

Recommended Action Once the source of the packet storm has been fixed, reenabling the port by entering the **port configuration** command.

Error Message

%STORM_CONTROL-3-FILTERED: A [chars] storm detected on [chars]. A packet filter action has been applied on the interface.

Explanation The amount of traffic that has been detected on the interface has exceeded the configured threshold values. The system is filtering excess traffic when packets are received, and the system is not forwarding packet traffic.

Recommended Action Determine and fix the root cause of the excessive traffic on the interface.

Error Message

`%STORM_CONTROL-3-SHUTDOWN`: A packet storm was detected on %s. The interface has been disabled.

Explanation The amount of traffic detected on the interface exceeded the configured threshold values. Since the interface was configured to be shutdown if a packet storm event is detected, it has been placed in error disable state.

Recommended Action If automatic recovery is preferred, the error disable recovery mechanism can be used. Determine and fix the root cause of the excessive traffic on the interface.

STP_ISSU Messages

Error Message

`%STP_ISSU-2-GET_BUFFER`: STP ISSU client failed to get buffer for message. Error: %d (%s)

Explanation STP 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 `LOG_STD_SH_CMD_ACTION` (show logging and show checkpoint client).

Error Message

`%STP_ISSU-2-INIT`: STP ISSU client initialization failed to %s. Error: %d (%s)

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

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

Error Message

`%STP_ISSU-2-SEND_NEGO_FAILED`: STP ISSU client failed to send negotiation message. Error: %d (%s)

Explanation The STP 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 `LOG_STD_SH_CMD_ACTION` (show logging and show checkpoint client)

Error Message

%STP_ISSU-2-SESSION_ARBITRATE: STP ISSU client failed to register arbitrate callback. Error: %d (%s)

Explanation The STP ISSU client failed to register arbitrate callback. If a problem occurs with the callback registration, the standby device cannot be brought up properly.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu capability entries and show issu session and show issu negotiated capability).

Error Message

%STP_ISSU-2-SESSION_NEGO: STP ISSU client encountered unexpected client nego_done. Error: %d (%s)

Explanation An ISSU-compliant client transitions through a series of internal states. The STP 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 LOG_STD_SH_CMD_ACTION (show issu session and show issu negotiated capability).

Error Message

%STP_ISSU-2-SESSION_REGISTRY: STP ISSU client failed to register session information. Error: %d (%s)

Explanation The STP 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 LOG_STD_SH_CMD_ACTION (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

%STP_ISSU-3-INVALID_CAPABILITY: STP ISSU client: invalid capability list

Explanation STP ISSU client observed an error during capability negotiation. When this error happens there is a mismatch in the client capability between the active and standby unit.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

%STP_ISSU-3-INVALID_SESSION: STP ISSU client does not have a valid registered session.

Explanation STP ISSU client does not have a valid registered session.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

%STP_ISSU-3-MSG_NOT_OK: STP ISSU client 'Message Type %d' is not compatible

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

Recommended Action LOG_STD_SH_CMD_ACTION (show issu message group and show issu session and show issu negotiated version).

Error Message

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

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

Recommended Action LOG_STD_SH_CMD_ACTION (show issu message group and show issu session and show issu negotiated version).

Error Message

%STP_ISSU-3-POLICY_NOT_SUPPORTED: STP ISSU client does not support Message Type %d

Explanation STP ISSU client received a message type which it does not support. The policy is applied to make the session incompatible.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu session).

Error Message

%STP_ISSU-3-REJECTED_CAPABILITY: STP ISSU client rejected capability '%s'

Explanation STP ISSU client rejected a capability during negotiation. When this error happens there is a mismatch in the client capability between the active and standby unit.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu capability entries and show issu session and show issu negotiated capability).

Error Message

%STP_ISSU-3-REJECTING_CAPABILITY: STP ISSU client rejecting capability '%s'

Explanation STP ISSU client is rejecting a capability during negotiation. When this error happens there is a mismatch in the client capability between the active and standby unit.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu capability entries and show issu session and show issu negotiated capability).

Error Message

%STP_ISSU-3-SESSION_UNREGISTRY: STP ISSU client failed to unregister session information. Error: %d (%s)

Explanation The STP ISSU client failed to unregister session information.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu session and show issu negotiated capability)

Error Message

%STP_ISSU-3-TRANSFORM_FAIL: STP ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

Explanation The STP 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 STP state between the active device and the standby device is not identical.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu session and show issu negotiated version).

Error Message

%STP_SP-3-STP_MODE_CHANGE_NOT_ALLOWED: Unable to program port ASIC MAC match register on one or more slots. Cannot run change STP mode.

Explanation STP attempted to reserve and program the port ASIC MAC match registers and there are insufficient match registers available. PVST and rapid-PVST cannot be run.

Recommended Action To free MAC match registers, disable protocols that use the MAC match register. Protocols using port ASIC match registers can be viewed with **remote command switch show platform mrm info**.

STRATA Messages

Error Message

%STRATA-3-ASIC_BIST_FAILURE: C2950 BIST failed for memory [chars] count [dec]

Explanation Switch driver initialization has failed because the the ASIC did not pass the built-in self-test. This error prevents the switch from being used correctly. A possible cause of this error is a part that has failed.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-ASIC_INIT_FAILURE:Strata driver initialization has failed

Explanation The initialization sequence for the switch ASIC has failed. This error prevents the switch from being used correctly. A possible cause of this error could be a hardware problem with the switch.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-GBP_FAILURE: Unable to initialize the external packet memory

Explanation The external packet memory on the system could not be initialized. This error could be caused by invalid external packet memory.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-GBP_INIT_FAILURE: GBP currently FULL or UNAVAILABLE.

Explanation Switch driver initialization has failed because the external packet buffer memory contains errors. This condition prevents the switch from being used correctly and could be caused by an ASIC failure due to invalid external memory.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-MEM_COPY_FAILURE: Invalid copy [dec] for table [chars]

Explanation An attempt was made to access an invalid copy of the switch internal memory. The system should recover from this error.

Recommended Action No action is required.

Error Message

%STRATA-3-MEM_INDEX_FAILURE: Invalid index [dec] for table [chars]

Explanation An attempt was made to access an invalid copy of the switch internal memory. The system should recover from this error.

Recommended Action No action is required.

Error Message

%STRATA-3-MEM_INIT_FAILURE: The switch memory resources could not be allocated for [chars], initialization failed

Explanation Switch driver initialization has failed because driver-related memory resources could not be allocated. This condition prevents the switch from being used correctly and could be caused by a system memory resource-related issue.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-MEM_READ_FAILURE: Read memory failed for memory [chars] at index [dec]

Explanation Switch driver initialization has failed because read operations to the ASIC memory have failed. This condition will prevent the switch from being used correctly. If this message occurs extensively on the switch, it could be caused by an ASIC or hardware failure.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-MEM_WRITE_FAILURE: Write memory failed for memory [chars] at index [dec]

Explanation Switch driver initialization has failed because a write operation to the ASIC memory has failed. This condition will prevent the switch from being used correctly. If this error occurs extensively on the switch, this condition might be caused by an ASIC or hardware failure.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-MIIM_OP_FAILURE: Unable to read PHY register at addr [hex] for phy id [hex]

Explanation An attempt to read the PHY registers on the system has failed. This condition could be caused to a failed front end. The front end on the system could be broken.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-PCI_FIND_FAILURE: The number of asics expected were [dec], PCI bus scan found [dec]

Explanation Switch driver initialization has failed because an incorrect number of ASICS were found on the PCI bus, or no ASICs with the correct PCI value were found. This condition prevents the switch from being used correctly. and could be caused by a system PCI bus-related issue.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-PCI_INIT_FAILURE: The PCI address space initialization failed

Explanation Switch driver initialization has failed because the PCI address space for the switch ASIC could not be correctly initialized. This condition prevents the switch from being used correctly and could be caused by a system PCI bus-related issue.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-PCI_TEST_FAILURE: PCI address space test failed,Wrote [hex], read [hex], re-read [hex]

Explanation Switch driver initialization has failed because the PCI address space for the switch ASIC could not be accessed correctly. This condition prevents the switch from being used correctly and could be caused by a system PCI bus-related issue.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-SCHAN_OP_FAILURE: S-channel operation timeout for opcode [chars]

Explanation A read or writer operation to the ASIC registers or memories has failed. This condition was caused by due to an ASIC internal bus failure. This condition prevents the switch from being used correctly. If this message occurs extensively on the switch, it could be caused by an ASIC or hardware failure.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-SCHAN_READ_REG_FAILURE: S-channel operation read register failure at addr [hex]

Explanation An attempt to read the ASIC registers has failed. This condition could be caused by an invalid register address or an internal bus failure. This condition prevents the switch from being used correctly. If this message occurs extensively on the switch, it could be caused by an ASIC or hardware failure.

Recommended Action Replace the ASIC.

Error Message

%STRATA-3-SYSTEM_INFO_FAILURE: The board information could not be read correctly, initialization failed

Explanation Switch driver initialization has failed because system board information could not be read. This condition prevents the switch from being used correctly. This cause of this condition could be a hardware problem with the switch.

Recommended Action Replace the ASIC.

STUN Messages

The following are serial tunneling messages.

Error Message

%STUN-2-NOBUF: Interface %s, no buffer available to %s

Explanation A memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

Recommended Action Reconfigure the STUN group. If memory shortages persist, call your Cisco technical support representative for assistance.

Error Message

%STUN-2-NOMEMORY: No memory available: %s

Explanation The requested operation failed because of a low memory condition.

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

Error Message

%STUN-2-NOTGI: Please remove and redefine protocol group %d

Explanation An internal error occurred. The configuration is irregular.

Recommended Action Remove and reconfigure the STUN protocol group. Record the configuration and call your Cisco technical support representative for assistance.

Error Message

%STUN-3-BADCONN: CONN : bad connection (%d), peer: %s

Explanation An internal software error occurred.

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

Error Message

%STUN-3-BADLENOP: %s: bad len or unknown op, op %d, len %d

Explanation An internal software error occurred.

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

Error Message

%STUN-3-BADMAGIC: %s: wrong magic, mine %x, theirs %x (%d)

Explanation An internal software error occurred.

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

Error Message

%STUN-3-BADMAGICTCP: %s: peer %s, wrong magic, mine %x, theirs %x

Explanation An internal software error occurred.

Recommended Action If this 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. If you still require assistance,

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

Error Message

```
%STUN-3-BADPASSIVEOPEN: passive open from %i(%d) - %d failed
```

Explanation An internal software error occurred.

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

Error Message

```
%STUN-3-CONNILLSTATE: CONN : Peer %s, illegal state %d
```

Explanation An internal software error occurred.

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

Error Message

```
%STUN-3-NOINPIDB: Input idb not set
```

Explanation A software or hardware error occurred.

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

Error Message

%STUN-3-SENDPUNT: %s: sent %s to %s

Explanation An internal software error occurred.

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

Error Message

%STUN-3-SENDPUNTTCP: %s: sent %s to ([%u])%i

Explanation An internal software error occurred.

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

Error Message

%STUN-4-DUPROUTE: Cannot define duplicate route on the same group

Explanation This route command is defined on another interface that belongs to the same group. A duplicate route cannot be defined on the same group.

Recommended Action Consider defining a new group and moving this interface onto that group.
SUBSYS Messages

Recommended Action The following are software subsystems messages.

Error Message

%STUN-4-ERR: %s: %s: %s, op %x, len %d

Explanation An internal software error occurred.

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

Error Message

```
%STUN-4-PEERSTATE: Peer %s, wrong state %d (%d)
```

Explanation An internal software error occurred.

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

Error Message

```
%STUN-6-CONNOPENFAIL: CONN : peer %s open failed, %s [%u]
```

Explanation An attempt to connect to a remote TCP STUN peer failed.

Recommended Action Verify that the remote peer is accessible from this router, that it is running software capable of supporting STUN, and that it is configured correctly.

Error Message

```
%STUN-6-OPENED: %s: peer %s opened, [previous state %s]
```

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action No action is required.

Error Message

```
%STUN-6-OPENING: CONN : opening peer %s, %d
```

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action No action is required.

Error Message

%STUN-6-PASSIVEOPEN: passive open %i(%d) - %d

Explanation A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

Recommended Action No action is required.

Error Message

%STUN-6-PEERSHUTDOWN: shutting down peer %s on %s

Explanation A connection to a remote peer is being shut down. This is typically the result of user intervention in STUN reconfiguration or disabling. This is good, expected behavior.

Recommended Action No action is required.

Error Message

%STUN-6-PROCEXIT: Process terminating. Due to signal [dec]. Subcode [dec]. Address [hex].

Explanation The STUN background process is terminating.

Recommended Action If this message appears while you are unconfiguring STUN, no action is required. Otherwise, record all the displayed values and any other STUN error messages, and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%STUN-6-RECONNECT: PHDR : reconnect from peer %s

Explanation A remote peer reestablished a connection to this router.

Recommended Action No action is required.

Error Message

%STUN-6-TCPFINI: peer %s closed [previous state %s]

Explanation A remote peer closed a STUN connection with this router.

Recommended Action Examine the other router to see why it closed this connection with this peer. (This can be caused by normal events, such as reconfiguration.)

Error Message

%STUN-6-TCPPEERSHUT: %s %s, %i(%d)

Explanation This route closed a STUN connection with a remote peer.

Recommended Action Examine this router to see why it closed this connection with this peer. (This can be caused by normal events, such as reconfiguration.)

SUBSYS Messages

Error Message

%SUBSYS-2-BADCLASS: Bad subsystem class (%d) - ignoring subsystem

Explanation A software consistency check failed.

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

Error Message

%SUBSYS-2-BADSEQUENCE: Subsystem (%s) has cross-class sequence for (%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

%SUBSYS-2-BADVERSION: Bad subsystem version number (%d) - ignoring subsystem

Explanation A software consistency check failed.

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

Error Message

%SUBSYS-2-MISMATCH: Kernel and subsystem version differ (%d.%d) - ignoring subsystem

Explanation A software consistency check failed.

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

Error Message

%SUBSYS-2-NOTFOUND: Subsystem (%s) needs subsystem (%s) to start

Explanation A software consistency check failed.

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

Error Message

%SUBSYS-2-RECURSION: Maximum sequence depth exceeded (%d) by (%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

%SUBSYS-3-NOAPIHOOK: The API [chars] has no lookup hook for subsystems.

Explanation This process uses the named API, but the process initialization code could not find the subsystem-initialization hook for this API. Process initialization cannot proceed without all the hooks being present.

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

Error Message

%SUBSYS-3-PAGEZERO: The %s class subsystem %s was being initialized.

Explanation In all Cisco products the first 256 bytes of memory is unused and off limits. Newer platforms have hardware to immediately trap reads or writes to this area. Older platforms periodically perform checks on this memory. This message appears only on older platforms and indicates that this off limits memory area was modified.

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

Error Message

%SUDI-1-INTERNAL_ERROR: [chars]

Explanation An internal error occurred that prevented the switch from authenticating itself.

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

Error Message

%SUDI-1-VALIDATION_ERROR: [chars]

Explanation An error occurred while either retrieving the Unique Device Identifier (UDI) data, parsing the UDI data, or validating the UDI data through cryptographic checks or that a mismatch occurred in the UDI. This failure prevented the switch from authenticating itself.

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

SUPERVISOR Messages

The following are supervisor messages.

Error Message

%SUPERVISOR-3-FATAL: [chars]

Explanation An internal error has occurred in the supervisor ASIC.

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

Error Message

%SUPERVISOR-3-SUP_RX_BLOCK_WORK_FATAL: %s

Explanation The system could not allocate a static buffer to one of the CPU queues.

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

Error Message

%SUPERVISOR-4-OVERRUN: %s

Explanation There was a buffer/fifo overrun.

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

Error Message

%SUPERVISOR-4-SUP_RX_BLOCK_WORK_NO_PAK: %s

Explanation The system has detected a condition when no static packets are present for a CPU Queue.

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

Error Message

%SUPERVISOR-4-SUP_RX_BLOCK_WORK_PAK: %s

Explanation The system has detected and corrected the condition: one of CPU is causing Head of Line blocking for other CPU Queues.

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

Error Message

%SUPERVISOR-4-SUP_RX_BLOCK_WORK_RX: %s

Explanation The system has received a static pak and freed it in the RX path.

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

Error Message

%SUPERVISOR-4-SUP_RX_QUEUE_DEREGISTER: %s

Explanation The system has detected error while disabling CPU Queues.

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

Error Message

%SUPERVISOR-4-TXOVERRUN: Trying to send larger than supported packet size %s

Explanation There is a possible buffer/fifo overrun.

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

Error Message

%SUPERVISOR-4-UNEXPECTED: %s

Explanation The system found unexpected message in CPU Queues.

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

SUPQ Messages

The following are supervisor queue messages.

Error Message

%SUPQ-3-THROTTLE_CPU_QUEUE: Invalid application ID [dec] used for throttling

Explanation An application has passed an invalid application ID to the facility that is used for throttle checking operations.

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

Error Message

%SUPQ-4-CPUHB_RECV_STARVE: [chars]

Explanation The system has detected that messages that are directed for the CPU are being delayed.

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

Error Message

%SUPQ-4-CPUHB_SLOW_TRANSMIT: [chars]

Explanation The interface is no longer transmitting at an optimal speed.

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

Error Message

%SUPQ-4-CPUHB_TX_FAIL: [chars]

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

Error Message

```
%SUPQ-4-PORT_QUEUE_STUCK: Port queue Stuck for ASIC [dec] port [dec] queue [dec]
```

Explanation The system has detected that the port queue could not be cleared in a reasonable 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SUPQ-4-RECV_QUEUE_STUCK: Receive queue Stuck for ASIC [dec] queue [dec]
```

Explanation The system has detected that the receive queue could not be cleared in a reasonable 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

SVCLC Messages

The following are Service line card (SVCLC) firewall SP messages.

Error Message

```
%SVCLC-4-FWSHUTSVI: Forcing SVI %d to stay shutdown (SVI %d tied to line card in slot %d.)
```

Explanation The specified SVI cannot be activated. For this configuration, only one SVI is allowed between the MSFC and the firewall line card. If more than one SVI is attempted to be activated by entering the no shutdown command, the system will not activate the other SVIs and will keep them in shutdown state.

Recommended Action No action is required. Allowing only one SVI between the firewall and the line card prevents security holes in the firewall. If it is necessary to activate one of the SVIs that are currently in shutdown state, change the VLAN configuration by using one of the following methods:

- Remove the VLAN that should be using an SVI from the secure group by entering the no firewal

vlan-group command. - Delete the SVI that is currently active by entering the no interface vlan . This will allow the other SVI to be activated. - Remove the VLAN that is associated with the active SVI from the secure group by entering no firewall vlan-group command.

Error Message

%SVCLC-5-FWMULTI: Group [dec] being tied to more than one module

Explanation The specified group is tied to multiple firewall modules. A group should not be tied to more than one firewall module unless a failover configuration is being used.

Recommended Action If a failover configuration is in use, no action is required. Otherwise, enter the **show firewall module** command to determine which group is being tied to more than one module. Then remove multiple associations using the no firewall module module vlan-group group command.

Error Message

%SVCLC-5-FWSCP: Could not update firewall VLANs data-base for module [dec], rc is [dec]

Explanation Either the line card or the Cisco IOS software encountered errors while the list of VLANs behind the firewall was being processed.

Recommended Action Log into the firewall and check the VLAN configuration on the line card by entering the **show vlan** command. If the settings of the VLANs are consistent with the user-configured settings and this message does not recur, no action is required. If this message recurs, enter the **debug pc all** command on the SP, repeat the command, and copy the output of the system log, any commands that were entered, and the output of the **show vlan** command on the firewall line card. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SVCLC-5-FWTRUNK: Firewalled VLANs configured on trunks

Explanation One or more secure VLANs belong to both secured and ordinary trunks. This configuration may create security holes in secure VLANs.

Recommended Action Change the trunk or the secure VLAN configuration so that they do not overlap. Enter either the **switchport trunk allowed vlan** command to change trunk configuration or the **firewall vlan group** command to change secure VLAN configuration.

Error Message

%SVCLC-5-FWVTPMODE: VTP mode is set to non-transparent

Explanation The VTP mode is not transparent. VTP may dynamically modify VLANs, including those that are tied to the firewall.

Recommended Action Change the VTP to transparent mode by entering the **vtp mode transparent** command.

Error Message

%SVCLC-5-INTDOWN: mod %d failed to bring up all interfaces

Explanation One or more of the module interfaces failed to come up.

Recommended Action Reset the module.

Error Message

%SVCLC-5-STRRECV: mod %d:

Explanation One of the service line cards in the system has sent this message to the Cisco IOS software.

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

Error Message

%SVCLC-5-SVCLCMULTI: Group %d being tied to more than one module

Explanation The specified group is tied to multiple service modules. A group should not be tied to more than one service module unless a failover configuration is being used.

Recommended Action If a failover configuration is in use, no action is required. Otherwise use show svc module command to find out which group is being tied to more than one module. Then remove multiple associations using the no svc module vlan-group command.

Error Message

%SVCLC-5-SVCLCNTP: Could not update clock on the module %d, rc is %d

Explanation Either the linecard or the Cisco IOS software encountered some problems while sending a clock update from IOS to the linecard.

Error Message

%SVCLC-5-SVCLCSCP: Service module SCP communication failed for module %d, subopcode is %d

Explanation Either the linecard or the Cisco IOS software encountered some problems while communicating through SCP channels

Error Message

%SVCLC-5-SVCLCVTPMODE: VTP mode is set to non-transparent

Explanation VTP mode is not transparent, hence VTP may dynamically modify VLANs, including those that are tied to the Service Modules.

Recommended Action Change the VTP to transparent mode by entering the vtp mode transparent command.

Error Message

%SVCLC-6-ALLPROCUP: All processors in slot [dec] are now online

Explanation All processors in slot are UP.

Recommended Action Informational message only. No action is required.

SW56 Messages

Error Message

%SW56-1-INITSYS: %s

Explanation Failed SW56 Initialization. Most likely because lacking of memory.

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

Error Message

%SW56-3-ERR_MSGQ: %s

Explanation Failed to send message to internal software process.

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

SWAP DRIVE Messages

Error Message

%SWAP_DRIVE-5-CONFIG_FILE_DELETED: Config file [chars] deleted.

Explanation The configuration file has been deleted when the swap-drive feature was disabled in the running system.

Recommended Action This is a normal behavior when the swap-drive feature is disabled. No action is required.

Error Message

%SWAP_DRIVE-5-CONFIG_RESTORED: Config file [chars] copied to [chars]

Explanation The configuration file present in the compact flash is copied to the system startup configuration when the swap-drive feature is enabled during the system reboot.

Recommended Action This is normal behavior when swap-drive feature is enabled

Error Message

%SWAP_DRIVE-3-COPY_FAILED: Error copying [chars] file to [chars]

Explanation When the running configuration is saved while the swap-drive feature is enabled, the system stores the running configuration to the external flash drive in addition to storing it in the NVRAM. The system has encountered an error while copying the running configuration to the flash drive.

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

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

Error Message

%SWAP_DRIVE-3-FILE_ERROR: [chars] file [chars].

Explanation When running-config is saved while the swap-drive feature is enabled, system stores the running config to external flash drive in addition to storing it in nvram. This error means, system encountered error while performing file related operations (create/delete/write etc) in flash the drive.

Recommended Action Check whether external flash is present. If it is present, check whether it is in working condition and has enough free space to save configuration files. Insert a working compact flash drive and save the running configuration again. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

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

SWEPA Messages

Error Message

%SWEPA-6-EPA_EXP_RUNNING: Exp Running

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

Error Message

%SWEPA-6-EPA_EXP_TIMER_EXPIRED: Exp Timer Expired!

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

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

Error Message

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

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

Error Message

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

Explanation The DES process has failed to start

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

Error Message

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

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

Error Message

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

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

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

Error Message

```
%SWEPA-6-START_DES_PROCESS: DES process start ...
```

Explanation The DES process has started.

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

Error Message

```
%SWEPA-6-START_EXP_PROCESS: EXP process start ...
```

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

SWITCH Messages

Error Message

```
%SWITCH-1-NOMEMORY: msgtxt_nomemory
```

Explanation The CPU was unable to access the memory it needs to carry out its functions. Here are some possible causes. The network is large, requiring a lot of memory for routing tables, and so on. The router configuration has many features enabled, each of which require a certain amount of memory. A software error (memory leak) exists.

Recommended Action Reduce system activity to ease the memory demand, or upgrade to a larger memory configuration.

Error Message

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

Explanation The switch driver client could not be registered to the RF.

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

SWITCHOVER Messages

Error Message

%SWITCHOVER-2-LCFAILED: %s (slot %d): %s

Explanation The line card in the specified slot encountered problems during RP failover. This problem is a result of hardware or software caveat. If the problem is severe, line card is automatically deactivated and recovered

Recommended Action If linecard fails to come up or if this is seen multiple times, copy the error message exactly as it appears on the console and collect the show diag slot-number output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SWITCHOVER-3-LCRESET: %s Line card reset during RP switchover (slot %d) (Line card CPLD Reset Register = 0x%x

Explanation The line card in the specified slot was reset during RP failover. If RP redundancy mode is configured to be RPR-PLUS or SSO, linecard should not be reset when there is a RP switchover. This problem is a result of hardware or software caveat. The line card is automatically deactivated and recovered.

Recommended Action If linecard fails to come up or if this is seen multiple times, copy the error message exactly as it appears on the console and collect the show diag slot-number output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

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

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

Error Message

%SWITCHOVER-6-LC_RPRPLUS_UNAWARE: Line card (type [hex]) in slot [dec] is not RPRPLUS mode aware

Explanation The line card in the specified slot does not support the configured RP redundancy mode. The line card resets and reinitializes during RP failover.

Recommended Action No action is required.

Error Message

%SWITCH_IF-2-BAR_INTR: Barium interrupt:'[chars]'; Interrupt (type [dec] status [hex])

Explanation RP received a Barium interrupt

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

Error Message

%SWITCH_IF-3-CAMERR: [chars], for VCI [dec] VPI [dec] in stdby data path check, status: [dec]

Explanation Error message indicating that an attempt to delete the CAMentry, that was created for standby data path check failed.

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

Error Message

%SWITCH_IF-3-CBCINITFAIL: CBC Initialization Failed

Explanation Error message indicating CBC initialization failed.

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

Error Message

%SWITCH_IF-3-ESYSFAIL: Portmaker ESYS failure, device [chars] command [chars]

Explanation PortMaker ESYS related failure.

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

Error Message

%SWITCH_IF-3-FPGADWNLDFAIL: FPGA download failed: [chars]:

Explanation Error message indicating the firmware download to the FPGA failed.

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

Error Message

%SWITCH_IF-3-HUMVEESENDFAIL: Unable to send data to Humvee

Explanation Error message indicating that a failure occurred while sending data to the Humvee.

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

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

Error Message

```
%SWITCH_IF-3-HUMVEESFRAMELOCK: [chars]
```

Explanation Error message indicating status of Humvee SFrame Resynch.

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

Error Message

```
%SWITCH_IF-3-INITFAIL: [chars] initialization failed
```

Explanation Error message indicating the initialization of the specified device failed.

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

Error Message

```
%SWITCH_IF-3-INTERNAL: Switch Interface internal error, [chars] [chars] [dec]
```

Explanation Internal Switch Interface failed to get initialized.

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

Error Message

%SWITCH_IF-3-INTERRUPT: Received interrupt from [chars] - OCTRAP register = [hex]

Explanation RP received an interrupt from the Data path SAR. Relevant information has been collected in the sar_info file. SAR has been reset to recover from this situation.

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

Error Message

%SWITCH_IF-3-NULLHWIDB: Hwidb ptr on the Sub-interface is NULL: [chars]

Explanation Hardware IDB is NULL for the Switch sub-interface being configured.

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

Error Message

%SWITCH_IF-3-NULLVCINFO: vc_info ptr is NULL in: [chars]

Explanation Cannot find the configuration information for the atm pvc.

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

Error Message

```
%SWITCH_IF-3-SARCMDFAIL: SAR command failed, [chars], t/f: [dec], Id: [hex], cmd: [chars], status: [hex]
```

Explanation SAR command processing for switch interface failed.

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

Error Message

```
%SWITCH_IF-3-SARCMDTIMEOUT: SAR command timeout, device [chars], command [chars]
```

Explanation SAR command timedout for switch interface.

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

Error Message

```
%SWITCH_IF-3-SARCONFIGFAIL: Configuration of the [chars] failed ([dec])
```

Explanation Error message indicating the SAR configuration failed.

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

Error Message

%SWITCH_IF-3-SARDEVMISMATCH: [chars], device [chars], expected [hex] or [hex], actual [hex]

Explanation SAR device version mismatch.

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

Error Message

%SWITCH_IF-3-SARINITFAIL: SAR initialization failed, device [chars] [chars] stats [hex]

Explanation SAR initialization for switch interface failed.

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

Error Message

%SWITCH_IF-3-SARLOADFAIL: Loading the [chars] failed ([dec])

Explanation Error message indicating the SAR failed to load.

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

Error Message

%SWITCH_IF-3-SARMISMATCH: [chars], device [chars], expected [hex], actual [hex]

Explanation SAR device/ucode version mistach for given device.

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

Error Message

%SWITCH_IF-3-SAR_FATAL_SYSERR: [chars] fatal system error[chars], status [hex]

Explanation SAR fatal system error.

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

Error Message

%SWITCH_IF-3-SW_ERROR: [chars] [dec], [dec], [dec], [dec], [dec], [dec]

Explanation Warning message indicating an error in configuring the VC.

Recommended Action System detected an error in config where SCR/PCR/Celltime might be configured to zero. Verify configuration on the indicated interface and consult RPMXF/IOS Configuration Guide for more details. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SWITCH_IF-3-UDFCAMERR: UDF fields modification or CAM entry problems

Explanation Error message indicating that an attempt to program the UDF fields and the CAM entries for a VPI/VCI failed.

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

Error Message

%SWITCH_IF-4-CONFIG_WARN: Configuration warning on i/f [chars]. Reason: [chars]

Explanation Warning message indicating an error in configuration.

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

Error Message

%SWITCH_IF-4-SARVCVPMISMATCH: SAR: VC, VP path info mismatch, handle [hex], vpi [int]

Explanation Warning message indicating that the SAR information regarding a VC, VP path did not match the expected state.

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

Error Message

%SWITCH_IF-4-SAR_NONFATAL_SYSERR: [chars] non-fatal system error, status [hex]

Explanation SAR non-fatal system error.

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

Error Message

%SWITCH_IF-4-SAR_SB_ECCERR: [chars] single-bit ECC error, count [int], address [hex], syndrome [hex]

Explanation SAR single-bit ECC error occurred and corrected.

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

Error Message

%SWITCH_IF-4-SUBIFNOSHUT: Sub-interface Switch1.[dec], changed state to up.

Explanation Sub-Interface Switch1.[dec] has changed its administratively state to UP.

Recommended Action If subinterface is deliberately put in administratively UP state, then no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SWITCH_IF-4-SUBIFSHUT: Sub-interface Switch1.[dec], changed state to administratively down.

Explanation Sub-Interface Switch1.[dec] is being put in administratively down state.

Recommended Action If subinterface is deliberately put in administratively down state, then no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation This feature is not supported by RPM-XF.

Recommended Action This feature is not supported by the current images. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SWITCH_IF-5-CONFIGNOT: The Switch Control Interface is not configurable

Explanation The Switch Control Interface is for system use only.

Recommended Action No action is required.

Error Message

%SWITCH_IF-5-DATAPATHINFO: [chars]

Explanation General information.

Recommended Action No action is required.

Error Message

%SWITCH_IF-5-LOGININFO: [chars]

Explanation General status of the VC.

Recommended Action No action is required.

Error Message

%SWITCH_IF-6-CBC_TSP_PCILOCK: CBC SAR TSP PCI Interface is Locked. SAR recovered Gracefully

Explanation CBC SAR Traffic Stream Processor's PCI Interface is locked due to SAR FATAL Error. This happens when the SAR is in halted state and the host continues to send commands to SAR.

Recommended Action No action is required.

Error Message

%SWITCH_IF-6-SARLOADOK: Loading [chars] with [chars]: [OK - [int] bytes]

Explanation Information message indicating SAR loaded correctly.

Recommended Action No action is required.

Error Message

%SWITCH_IF-6-SARSIG: Signature returned for [chars]: [hex].[hex].[hex] Level [hex]

Explanation Informational message regarding the SAR signature.

Recommended Action No action is required.

Error Message

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

Explanation Trusted Boundary detected a device matching the trusted device setting for the port, and has modified the port's trust state.

Recommended Action No action is required.

Error Message

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

Explanation Trusted Boundary lost contact with a trusted device, and has set the port's trust state to untrusted.

Recommended Action No action is required.

SW_DAI Messages

Error Message

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

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

Recommended Action No action is required.

Error Message

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

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

Recommended Action No action is required.

Error Message

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

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

Recommended Action No action is required.

Error Message

%SW_DAI-4-PACKET_BURST_RATE_EXCEEDED: %d packets received in %d seconds on %s.

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

Recommended Action LOT_STD_NO_ACTION

Error Message

%SW_DAI-4-PACKET_RATE_EXCEEDED: %d packets received in %d milliseconds on %s.

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

Recommended Action LOT_STD_NO_ACTION

Error Message

%SW_DAI-4-SPECIAL_LOG_ENTRY: %ld Invalid ARP packets [%CC]

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

Recommended Action LOT_STD_NO_ACTION

Error Message

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

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

Recommended Action No action is required.

Error Message

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

Explanation This message is logged when an ARP packet with a sender IP address of 0.0.0.0 has been permitted. These packets are used as ARP probes by various network devices. These messages are not logged by default, but only when arp-probe logging is enabled.

Recommended Action No action is required.

Error Message

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

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

Recommended Action No action is required.

SW_LEVEL Messages

Error Message

%SW_LEVEL--DUPELEVEL: Duplicate level computed for module %s %s Old Level: %s, New Level: %s

Explanation This message indicates that second level is computed in the same system which should not be happening.

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

%SW_LEVEL--RESULT: ion levelson active and standby. And decision of the level based on this info only.

Explanation

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

SW_MACAUTH Messages

Error Message

%SW_MACAUTH-4-UNAUTH_MAC: Unauthenticated MAC %e on port %s

Explanation The switch has received an unauthenticated MAC address on the specified port.

Recommended Action No action is required.

Error Message

%SW_MACAUTH-5-CLEAR_TABLE: MAC Authentication Table Cleared

Explanation MAC Authentication Table was cleared.

Recommended Action No action is required.

Error Message

%SW_MACAUTH-5-MACAUTH_ENADSA: MAC Authentication %s

Explanation MAC Authentication was just enabled/disabled.

Recommended Action No action is required.

Error Message

%SW_MACAUTH-5-MAC_AUTHENTICATED: MAC %e was authenticated

Explanation The switch has received a cli to authenticate a MAC.

Recommended Action No action is required.

SW_MATM Messages

Error Message

%SW_MATM-4-MACFLAP_NOTIF: Host %e in %s %d is flapping between port %s and port %s

Explanation The system has found the specified host moving between the specified ports.

Recommended Action Check the network for possible loops.

Error Message

%SW_MATM-4-WIRELESS_MAC_MOVE_DENY_NOTIF: Host %e moving from Port %s to Port %s as wired entry not allowed

Explanation The system has found the specified host moving between the specified ports. The host transition from wireless to wired not allowed.

Recommended Action Check that this move does not happen too often.

Error Message

%SW_MATM-4-WIRELESS_MAC_MOVE_NOTIF: Host %e moving from Port %s to Port %s as wireless entry

Explanation The system has found the specified host moving between the specified ports. The host transitioned from wired to wireless.

Recommended Action Check that this move does not happen too often.

SW_MGR Messages

Error Message

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

Explanation A Segment Switch Connection Manager error occurred.

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

Error Message

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

Explanation A Segment Switch Connection Manager error occurred.

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

Error Message

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

Explanation A Segment Switch Connection Manager feature class error occurred.

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

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

Error Message

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

Explanation A Segment Switch Connection Manager feature error occurred.

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

Error Message

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

Explanation A Feature Handler Manager error occurred.

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

Error Message

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

Explanation A Connection Manager error occurred due to a invalid handle.

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

Error Message

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

Explanation A Segment Switch Manager error occurred due to a invalid segment.

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

Error Message

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

Explanation A segment manager 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

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

Explanation ISSU of this SSM Segment is not supported.

Recommended Action No action is required.

SW_VLAN Messages

The following are Virtual LAN (VLAN) messages.

Error Message

%SW_VLAN-3-MALLOC_FAIL: Failed to allocate %d bytes

Explanation Memory allocation failed.

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

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

Error Message

```
%SW_VLAN-3-VLAN_DAT_CACHE_SEQUENCE: Out of sequence vlan.dat sync message.
Expected: %d; received: %d.
```

Explanation vlan.dat file is synced to the STANDBY via one or more checkpoint message from ACTIVE. The sequence number for each such set of checkpoint messages starts with 1. These messages are cached at the STANDBY till the end-of-set indication is received. Here, the STANDBY received a checkpoint message with a sequence number that does not match the expected sequence number. Please report it to Customer Support.

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

Error Message

```
%SW_VLAN-3-VLAN_DAT_CACHE_SIZE_EXCEED: Data exceeds allocated size. Offset: %d;
data_size: %d; allocated: %d
```

Explanation vlan.dat file is synced to the STANDBY via one or more checkpoint message from ACTIVE. The sequence number for each such set of checkpoint messages starts with 1. These messages are cached at the STANDBY till the end-of-set indication is received. Here, the STANDBY received a checkpoint message with a size that does not fit the size of cache specified in the checkpoint message with sequence number 1. Please report it to Customer Support.

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

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

Error Message

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

Explanation Due to lack of ready pool space, the VLAN manager dropped a notification from the Port Manager as indicated by the message.

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

Error Message

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

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

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

Error Message

%SW_VLAN-4-BAD_PM_VLAN_COOKIE_RETURNED: VLAN manager unexpectedly received a bad PM VLAN cookie from the Port Manager, VLAN indicated: %d

Explanation The VLAN manager received an upcall from the Port Manager containing a VLAN cookie which translated to a bad VLAN number.

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

Error Message

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

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

Recommended Action No action is required.

Error Message

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

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

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

Error Message

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

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

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

Error Message

%SW_VLAN-4-BAD_VLAN_DOMAIN_NAME_LENGTH: VLAN configuration file contained incorrect domain name length: [int]

Explanation The VLAN configuration file read by the VLAN manager did not contain a valid domain name length. Thus, it has been rejected.

Recommended Action Provision VTP domain name again.

Error Message

%SW_VLAN-4-BAD_VLAN_PASSWORD_LENGTH: VLAN configuration file contained incorrect VTP password length: [int]

Explanation The VLAN configuration file read by the VLAN manager did not contain a valid VTP password length. Thus, it has been rejected.

Recommended Action Provision VTP password again.

Error Message

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

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

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

Error Message

```
%SW_VLAN-4-EXT_VLAN_CREATE_FAIL: Failed to create VLANs [chars]: [chars]
```

Explanation The system has failed to create one or more VLANs.

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

Error Message

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

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

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

Error Message

```
%SW_VLAN-4-EXT_VLAN_INVALID_DATABASE_DATA: Extended VLAN manager received bad data of type %s: value %d from function %s
```

Explanation Invalid data was received by the extended VLAN Manager from an extended VLAN configuration database routine.

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

Error Message

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

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

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

Error Message

%SW_VLAN-4-MAX_SUB_INT: The number of sub-interfaces allocated for interface [chars] has exceeded recommended limits of [dec]

Explanation The number of sub-interfaces allocated for the interface has exceeded recommended limits.

Recommended Action Reduce the number of sub-interfaces allocated for the interface as it has exceeded the recommended limit.

Error Message

%SW_VLAN-4-NO_PM_COOKIE_RETURNED: VLAN manager unexpectedly received a null %s type cookie from the Port Manager, data reference: %s

Explanation The VLAN manager queried the Port Manager for a reference cookie but received a NULL pointer instead.

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

Error Message

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

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

Recommended Action No action is required.

Error Message

```
%SW_VLAN-4-VLANMGR_INVALID_DATABASE_DATA: VLAN MANAGER received bad data of type [chars]: value [dec] from function [chars]
```

Explanation Invalid data was received by the VLAN MANAGER from a VLAN configuration database routine.

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

Error Message

```
%SW_VLAN-4-VLAN_CREATE_FAIL: Failed to create VLANs %s: %s
```

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

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

Error Message

%SW_VLAN-4-VTP_DB_SIZE_CHECK_FAILED: The [chars] VTP database of length [dec] cannot be supported by the system

Explanation The VTP database size is more than what the system can support.

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

Error Message

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

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

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

Error Message

%SW_VLAN-4-VTP_INVALID_DATABASE_DATA: VLAN manager received bad data of type %s: value %d from vtp database function %s

Explanation Invalid data was received by the VLAN Manager from a VTP configuration database routine.

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

Error Message

%SW_VLAN-4-VTP_INVALID_EVENT_DATA: VLAN manager received bad data of type %s: value %d while being called to handle a %s event

Explanation Invalid data was received by the VLAN Manager from the VTP configuration software.

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

Error Message

%SW_VLAN-4-VTP_PRIMARY_SERVER_CHG: [enet] has become the primary server for the [chars] VTP feature

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

Recommended Action No action is required.

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

Explanation VLAN software detected an old version of the VLAN configuration file format. It was able to interpret the file with no problems but will create files using the new format in the future.

Recommended Action No action is required.

Error Message

%SW_VLAN-6-VLAN_DAT_CACHE_EXISTS: Unexpected vlan.dat cache exists. Removing the cache and continuing the sync with new set.

Explanation Although we do not expect to see this message ever, the switch continues to work properly even after encountering this situation. Please report it to Customer Support.

Recommended Action No action is required.

Error Message

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

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

Recommended Action No action is required.

Error Message

%SW_VLAN-6-VTP_MODE_CHANGE: VLAN manager changing device mode from %s to %s.

Explanation Some switch devices must automatically change VTP device modes upon receipt of a VLAN configuration database containing more than a set number of VLANs, depending on the device. This message indicates that such a spontaneous conversion has occurred, what the previous mode was, and what the current mode is.

Recommended Action No action is required.

Error Message

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

Explanation The Switch Vlan ISSU client 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 LOG_STD_SH_CMD_ACTION (show logging and show checkpoint client)

Error Message

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

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

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

Error Message

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

Explanation The Switch Vlan ISSU client 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 LOG_STD_SH_CMD_ACTION (show logging and show checkpoint client)

Error Message

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

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

Recommended Action LOG_STD_SH_CMD_ACTION (show issu session and show issu negotiated capability)

Error Message

%SW_VLAN_ISSU-2-SESSION_REGISTRY: Switch Vlan ISSU client failed to register session information. Error: %d (%s)

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

Recommended Action LOG_STD_SH_CMD_ACTION (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

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

Explanation The Switch Vlan ISSU client capability exchange list size is invalid.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu capability entries 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

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu negotiated capability 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

%SW_VLAN_ISSU-3-DOWNGRADE_NOT_ALLOWED_WITH_VTPV3: VTP version %d is configured in vlan.dat file. Device cannot be downgraded to an image that does not support this VTP version.

Explanation With VTPv3 configured on the system, it can not be downgraded to an image that does not support VTPv3.

Recommended Action Downgrade the VTP version from 3 to 2 or 1, before attempting the image downgrade.

Error Message

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

Explanation The Switch Vlan ISSU client does not have a valid registered session.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu capability entries and show issu session and show issu negotiated capability)

Error Message

%SW_VLAN_ISSU-3-MSG_NOT_COMPATIBLE_WITH_PEER: 'Message Type [dec]' is not supported by Switch Vlan ISSU client at peer

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show issu message group and 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/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

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

Recommended Action LOG_STD_SH_CMD_ACTION (show issu message group and show issu session and show issu negotiated version)

Error Message

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

Explanation The Switch Vlan ISSU client failed to calculate the MTU for the specified message. The Switch Vlan ISSU client is not able to send the message to the standby device.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu message group and show issu session and show issu negotiated version)

Error Message

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

Explanation The Switch Vlan ISSU client failed to unregister session information.

Recommended Action LOG_STD_SH_CMD_ACTION (show issu session and show issu negotiated capability).

Error Message

%SW_VLAN_ISSU-3-TRANSFORM_FAIL: Switch Vlan ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

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

Recommended Action LOG_STD_SH_CMD_ACTION (show issu session and show issu negotiated version).

Error Message

%SW_VLAN_ISSU-3-VTP_VERSION_MISMATCH: Effective VTP version is %d; but, VTP version stored in vlan.dat file is %d. Please re-configure VTP version.

Explanation The VTP version is not saved in startup or running config. It is stored in vlan.dat file. If vlan.dat file content is copied from some other source or, if the pre-requisites for 'VTP version 3' is removed from the system via CLI, and then the system is re-started, the effective VTP version differs from the one stored in the file.

Recommended Action Please use 'vtp version' CLI to re-configure VTP version.

Error Message

%SYNCE_SPA_INFO-6-NETSYNC_UNCONF_SOURCE: CLOCK LOCK is [chars] for [chars] interface, which is not selected as source to synchronize chassis.

Explanation The CLOCK LOCK is cleared or asserted for interface which is not configure as a source.

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

SYS Messages

The following are operating system messages.

Error Message

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

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

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

Error Message

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

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

Recommended Action No action is required.

Error Message

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

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

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

Error Message

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

Explanation The environmental monitor detected a high-temperature condition.

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

Error Message

%SYS-2-ALREADYFREE: Buffer %x already in free pool %s

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

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

Error Message

%SYS-2-ASSERTION_FAILED: Assertion failed: %s

Explanation An internal state consistency check failed. Correct operation cannot be guaranteed, and the system has been halted.

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

Error Message

%SYS-2-BADBUFFER: Attempt to use %s buffer as %s, ptr= %x, pool= %x

Explanation A hardware or software error occurred. An inconsistency was encountered while processing a packet buffer.

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

%SYS-2-BADLIST: Regular expression access check with bad list %d

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

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

Error Message

%SYS-2-BADPID: Bad pid %d for tty %t

Explanation An internal software error occurred.

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

Error Message

%SYS-2-BADPOOL: Attempt to use buffer with corrupt pool pointer, ptr= %x, pool= %x

Explanation A memory management function attempted an operation that could not be performed due to invalid memory pool descriptors.

Recommended Action If the memory management function was trying to allocate memory, the feature or system component that needed the memory will also report the failure. If the memory management function was trying to free memory, it will have failed and a memory leak will result. The severity of that leak is a function of how frequently the message occurs and the size of the memory block that was not freed. In reporting this condition, copy the message text exactly as it appears; gather any related console messages, including both the stack trace and any others that appear to indicate related failures and submit them to your technical support representative.

Error Message

%SYS-2-BADPOOLMAGIC: Attempt to use pool pointer with corrupt header, pool= %x

Explanation An internal software error occurred.

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

Error Message

%SYS-2-BADSHARE: Bad refcount in %s, ptr=%x, count=%x

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

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

Error Message

%SYS-2-BADSTACK: Process %s has trashed stack, old size %d

Explanation An internal software error occurred.

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

Error Message

%SYS-2-BAD_BM_ARG: Invalid BM index boolean used as argument (%d)

Explanation An illegal boolean manager index argument was referenced

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

Error Message

%SYS-2-BAD_BM_NAME: Invalid BM name

Explanation An illegal name string was registered with the BM

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

%SYS-2-CERF_ABORT: %s

Explanation This message is emitted when a cache error has occurred, but an attempt to recover has been aborted

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

Error Message

%SYS-2-CFORKBADFUNCT: Can't create process with start address = %x

Explanation An internal software error occurred.

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

Error Message

%SYS-2-CFORKLEV: Process creation of %s failed (at level %d).

Explanation An internal software error occurred.

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

Error Message

%SYS-2-CFORKMEM: Process creation of %s failed (no memory).

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

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

Error Message

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

Explanation Chunk manager cannot function properly with big chunk elements

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

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

%SYS-2-CHUNKBADPOOLSIZE: Bad poolsize returned by the system : %u

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

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

Error Message

%SYS-2-CHUNKBADREFCOUNT: Bad chunk reference count, chunk [hex] data [hex] refcount [hex] alloc pc [hex].

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

%SYS-2-CHUNKBADROOTCHUNKPTR: Bad root chunk pointer in chunk header, chunk [hex] data [hex] root chunk ptr [hex]

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the output of the show running-config and show tech-support commands. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to reload automatically, the router will need to be reloaded manually.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

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

Explanation A software error occurred.

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

Error Message

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

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

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

Error Message

%SYS-2-CHUNKFREE: Attempted to free nonchunk memory, chunk %x, data %x.

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

%SYS-2-CHUNKINCONSIS: Inconsistant counters for chunk : %stotal free %d/%d, total sibs %d/%d, total alloc %d/%d

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

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

Error Message

%SYS-2-CHUNKINVALIDHDR: Invalid chunk header type %d for chunk %x, data %x

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

%SYS-2-CHUNKNOROOT: Root chunk need to be specified for %x

Explanation A software error occurred.

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

Error Message

%SYS-2-CHUNKPARTIAL: Attempted to destroy partially full chunk, chunk %x.

Explanation A software error occurred.

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

Error Message

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

Explanation A software error occurred.

Recommended Action Please check Bug Toolkit on the Cisco web-site for previously filed bugs and upgrade code if necessary. If you do not find a previously-filed bug, collect the output of 'show run', 'show ver', 'show chunk', and open a TAC case with the gathered information.

Error Message

%SYS-2-CHUNKSIBLINGS: Attempted to destroy chunk with siblings, chunk %x.

Explanation A software error occurred.

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

Error Message

%SYS-2-CONFIG_DOWNFAIL: Generated configuration not backward compatible

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

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

Error Message

%SYS-2-EXCEPTIONDUMP: System Crashed, Writing Core....

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

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

Error Message

%SYS-2-EXMEMFREE: Free a non allocated ptr %x size %d.

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

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

Error Message

%SYS-2-EXMEMINIT: EXMEM %d: %s

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

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

Error Message

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

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

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

Error Message

%SYS-2-FREEBAD: Attempted to free memory at %x, not part of buffer pool

Explanation An attempt was made to free memory, but the request could not be completed due to an invalid memory data structure

Recommended Action The memory at the indicated location could not be freed. Therefore, if this message recurs frequently, it may result in an insufficient memory condition. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message

%SYS-2-FREEFREE: Attempted to free unassigned memory at %lx, alloc %lx, dealloc %lx

Explanation An attempt was made to free memory at the indicated location. The memory could not be freed because it was not allocated.

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

Error Message

%SYS-2-GETBUF: Bad getbuffer, bytes= %d

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

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

Error Message

%SYS-2-GETBUFFFAIL: %s buffer allocation (%d bytes) failed from %#x

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

Recommended Action If this messages recurs, copy it exactly as it appears on the console or in the system log and report it to your technical support representative, and provide the representative with the gathered information. Adding more memory to the router might alleviate this problem. The command show memory displays the amount of free memory available.

Error Message

%SYS-2-IMMORTAL: Attempt to shut down management process %d (%s).

Explanation An attempt was made to shut down the specified management process. Management processes must not be shut down as long as the router remains up.

Recommended Action Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

%SYS-2-INLIST: Buffer in list, ptr= %x

Explanation An internal software error occurred.

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

Error Message

%SYS-2-INLIST1: Buffer in list, ptr= %x, caller= %x

Explanation An internal software error occurred.

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

Error Message

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

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

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

Error Message

%SYS-2-INPUT_GETBUF: Bad getbuffer, bytes= %d, for interface= %s

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

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

Error Message

%SYS-2-INSCHED: %s within scheduler

Explanation The scheduler was reinvoked (reentered) while it was actively processing other work. Since the scheduler is serially reusable, this is an invalid action.

Recommended Action Copy the error message text exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

%SYS-2-INTSCHED: '%s' at level %d

Explanation The scheduler was entered from an interrupt service routine (ISR).

Recommended Action Copy the error message text exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

%SYS-2-LINEPROCDEAD: Killing process %s, associated with line %d

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

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

Error Message

%SYS-2-LINKED: Bad %s of %x in queue %x

Explanation An internal software error occurred.

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

Error Message

```
%SYS-2-LOGMSG: Message from %t(%s): %s
```

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

Recommended Action This message is informational only.

Error Message

```
%SYS-2-LOWMEM: Low-memory debug exception (limit=[int] free=[int])
```

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

Recommended Action If you do not suspect a memory leak, add additional memory or reduce the number of features you are trying to support. However, if you do suspect a memory leak, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%SYS-2-LOWMEMIO: Low-memory debug exception (limit=%u free=%u)
```

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

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

Error Message

```
%SYS-2-LOWMEMPROC: Low-memory debug exception (limit=%u free=%u)
```

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

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

Error Message

%SYS-2-MALLOCFAIL: Memory allocation of [int] bytes failed from [hex], alignment [dec] Pool: [chars] Free: [int] Cause: [chars] Alternate Pool: [chars] Free: [int] Cause: [chars]

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

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

Error Message

%SYS-2-MAX_IDB_BM_EXCEEDED: BM bit allocation limit exceeded

Explanation The BM has exhausted all of the bits available for allocation

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

%SYS-2-MUTEXLOCKFAIL: pthread_mutex_lock failed for %s

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

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

Error Message

%SYS-2-NOBLOCK: [chars] with blocking disabled.

Explanation A process attempted to relinquish control with blocking disabled.

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

%SYS-2-NOMEMFRG: Memory fragmentation check debug exception (fragment size [int])

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

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

Error Message

%SYS-2-NOMEMFRGIO: Memory fragmentation check debug exception (fragment size %u)

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

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

Error Message

%SYS-2-NOMEMFRGPROC: Memory fragmentation check debug exception (fragment size %u)

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

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

Error Message

%SYS-2-NOMEMORY: No memory available for %s %d

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

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

Error Message

%SYS-2-NOPROCESS: No such process %d

Explanation An internal software error occurred.

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

Error Message

%SYS-2-NOTDEAD: Killing process %s, pid %d again

Explanation An internal software error occurred.

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

Error Message

%SYS-2-NOTIOSTASK: %s from outside IOS task context

Explanation An IOS reschedule request was made from code that is not running in the context of an IOS task -- from an interrupt handler, the scheduler itself, or a service pthread within the IOS process.

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

Error Message

%SYS-2-NOTQ: %s didn't find %x in queue %x

Explanation An internal software error occurred.

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

Error Message

%SYS-2-NULLCHUNK: Memory requested from Null Chunk

Explanation Chunk manager cannot allocate memory from NULL chunks

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

Error Message

%SYS-2-P2_CRIT: 1/Path directory errors detected on chip [dec], count=[dec]. Use 'show test switch-memory' to see details

Explanation The path directory entry programming in hardware does not match in software. This situation usually indicates a hardware problem.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show test switch-memory** command to display the results of ongoing memory diagnostics. Contact your technical support representative at <http://www.cisco.com/tac>, and replace the supervisor engine as soon as possible.

Error Message

%SYS-2-PAK_SUBBLOCK_ALREADY: %d

Explanation This message indicates an error in attempting to allocate a pak subblock. A subblock was already associated with the packet.

Recommended Action Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

%SYS-2-PAK_SUBBLOCK_BADSIZE: %d

Explanation This message indicates an error in attempting to allocate a pak subblock. The requested size is larger than the maximum registered subblock size.

Recommended Action Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

%SYS-2-PAK_SUBBLOCK_SETSIZE: %d

Explanation This message indicates an error in startup code to register a pak subblock size. An attempt was made to register a size after the subblock chunk pool had been initialized. This problem is caused by software initialization order.

Recommended Action Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

%SYS-2-QCOUNT: Bad %s %x count %d

Explanation An internal software error occurred.

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

Error Message

%SYS-2-SELFLINKED: Buffer %x linked to itself in free pool %s

Explanation An internal software error occurred.

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

Error Message

%SYS-2-SHARED: Attempt to return buffer with sharecount %d, ptr= %x

Explanation An internal software error occurred.

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

Error Message

%SYS-2-SHARED1: Attempt to return buffer with sharecount %d, ptr= %x, caller= %x

Explanation An internal software error occurred.

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

Error Message

%SYS-2-SIGNAL: Process aborted on invalid signal, signum = %d.

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

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

Error Message

%SYS-2-SIGPENDING: Multiple Signals are sent to a process %d

Explanation An internal software error occurred.

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

Error Message

%SYS-2-SNMP0IDX: Attempt to %s snmpidb with if_index of 0

Explanation A software error occurred.

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

Error Message

%SYS-2-SPEC: Trying to set unknown special character %d to %d

Explanation An internal software error occurred.

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

Error Message

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

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

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

Error Message

%SYS-2-WATCHDOG: Process aborted on watchdog timeout, process = [chars].[chars]

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

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

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

Explanation A software error occurred.

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

Error Message

%SYS-3-ABRUPTTERM: Abrupt termination of tty session for %s %t

Explanation An internal software error occurred.

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

Error Message

%SYS-3-BADBLOCK: Bad block pointer [hex]

Explanation A block of memory at the indicated location is corrupt. An internal check of memory block pointers indicates an inconsistency.

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

information. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, then the router will need to be reloaded manually.

Error Message

```
%SYS-3-BADDISP: Bad disposal code %x in %s
```

Explanation An invalid status code has been passed to a buffer deletion routine. The buffer will be correctly returned to the free pool, but will not be correctly counted in the per-protocol statistics.

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

Error Message

```
%SYS-3-BADFREEMAGIC: Corrupt free block at %x (magic %08x)
```

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

```
%SYS-3-BADFREEPTRS: Bad %s pointer %x at %x (%s = %x)
```

Explanation A pointer in the block header at the indicated location is corrupt. An inconsistency was detected in the free memory pool.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

```
%SYS-3-BADLIST_DESTROY: Removed a non-empty list(%x, name: %s), having %lu elements
```

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

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

Error Message

```
%SYS-3-BADMAGIC: Corrupt block at %x (magic %08x)
```

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

Error Message

```
%SYS-3-BADPARAM: Function %s: value %#x passed in parameter %s
```

Explanation A software error occurred.

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

Error Message

```
%SYS-3-BADPRINT: Process has no associated tty (in %s).
```

Explanation An internal software error occurred.

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

Error Message

%SYS-3-BADPROCESS: Bad process ID (%d) when %s process table

Explanation An internal software error occurred.

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

Error Message

%SYS-3-BADPTRVAL: Bad pointer value (%s = %x) in function %s

Explanation Corrupted pointer value is encountered.

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

Error Message

%SYS-3-BADREFCOUNT: Bad reference count at %x (refcount %x)

Explanation An internal software error occurred.

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

Error Message

%SYS-3-BADRESID: Clock hardware returned bad residual %d.

Explanation A software error occurred.

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

Error Message

%SYS-3-BADTREEPARAM: Bad parameter for %s passed to tree library function.

Explanation This message indicates that a pointer passed to a tree library function is invalid.

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

Error Message

%SYS-3-BAD_RESET: Questionable reset of process %d on tty%t

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

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

Error Message

%SYS-3-CERF_RECOVER: %s

Explanation This message is emitted when there has been a full recovery after a cache error

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

Error Message

%SYS-3-CFG_AT_RELOAD: System reloading, unable to complete startup configuration update

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

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

Error Message

%SYS-3-CHUNK_NO_EXMEM: No handler to %s external memory.

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

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

Error Message

%SYS-3-CONFIG_NO_PRIVATE: No space remaining to save private config

Explanation A software or hardware error occurred.

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

Error Message

%SYS-3-CONFIG_NV_DATA: Variable %s not set properly in the routine %s.

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

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

Error Message

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

Explanation The write of the nonvolatile configuration failed.

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

Error Message

%SYS-3-CONFIG_SYS_ERR: System running-config write error; configuration failed

Explanation The write of the system running configuration failed.

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

Error Message

%SYS-3-CPUHOG: Task is running for ([dec])msecs, more than ([dec])msecs
([dec]/[dec]),process = [chars].[chars]

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

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

Error Message

```
%SYS-3-CPUYLD: Task ran for ([dec])msecs, more than ([dec])msecs
([dec]/[dec]),process = [chars]
```

Explanation This message should be seen in conjunction with a CPUHOG message. This message informs that the process indicated by the CPUHOG message has now yielded the CPU.

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

Error Message

```
%SYS-3-CRASHINFOINITFAIL: Crashinfo subsys initialization did not add registry
crashinfo_get_default_file_name.
```

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

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

Error Message

```
%SYS-3-CRITMEM: [chars]
```

Explanation An attempt to allow or disallow a process from using memory that has been reserved for critical purposes has failed. The location of the failure is specified in the error message. This condition could possibly 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SYS-3-DMPMEM: %08x: %08x %08x %08x %08x %08x %08x
```

Explanation A software or hardware error occurred.

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

Error Message

```
%SYS-3-DUP_TIMER: Same tty%t in linewatch_timers, type %d
```

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

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

Error Message

```
%SYS-3-FW_UNCOMPRESS_FAILURE: Fail to decompress FPGA/W image: [chars]
```

Explanation The software fails to decompress the given FPGA/FW image.

Recommended Action Ensure the given FPGA/FW image is in compressed format in the software.

Error Message

```
%SYS-3-GD_STACKERR: Unknown stack. Process: %s
```

Explanation An internal error occurred when running the garbage detector

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

Error Message

```
%SYS-3-HARIKARI: Process %s top-level routine exited
```

Explanation An internal software error occurred

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

Error Message

```
%SYS-3-HTIMER_EXPAND: timer heap at 0x%x needed to expand, but hasn't
```

Explanation A timer heap should have expanded, but has not

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

Error Message

%SYS-3-HTIMER_INIT: heap timer at 0x%x has not been initialized

Explanation A heap timer has not been initialized

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

Error Message

%SYS-3-HTIMER_STATE: heap timer at 0x%x in state %d

Explanation A heap timer has not been initialized

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

Error Message

%SYS-3-IMAGE_TOO_BIG: '%s' is too large for available memory (%d bytes).

Explanation The allocated memory for the image is too small to hold the image file.

Recommended Action Increase the amount of memory available in the router by booting with a smaller image, not enabling non-essential sub-systems, or upgrading the installed memory. Call your technical support representative for assistance.

Error Message

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

Explanation An internal software error occurred.

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

Error Message

%SYS-3-INUSEFREE: Block %x on free list %d in use

Explanation A memory management function attempted to allocate the indicated block from a list of free blocks. However, the block was found to be already in use.

Recommended Action This message will likely be accompanied by other indications of failure. When reporting this condition, copy the text of the message exactly as it appears; include the stack trace and any additional related failure data; and report it to your technical support representative.

Error Message

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

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

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

Error Message

%SYS-3-INVMEMPID: Invalid pid %d in block: %x

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at: <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please copy the text of the message exactly as it appears; include the stack trace, any additional related failure data and the output of the command show tech-support and report it to your technical support representative.

Error Message

%SYS-3-LOGGER_COUNT_STOP_CHUNK: System cannot release chunk memory.

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

%SYS-3-LOGGER_FLUSHING: System pausing to ensure console debugging output.

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

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

Error Message

%SYS-3-MEMLITE: Free lite called for non lite chunk by '%p'

Explanation Memory lite error: `free_lite_internal` is passed a non lite chunk

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

Error Message

%SYS-3-MEMSEMFAIL: Mempool semaphore creation failed for %s

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

Error Message

%SYS-3-MGDTIMER: %s%s, timer = %x.

Explanation This message indicates an error in a system timer. The problem can be caused either by software or by hardware.

Recommended Action Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative.

Error Message

%SYS-3-MGDTMRRUN: TTY%t: Managed Timer(s) %s still running

Explanation One or more managed timers for a TTY that is deleted are still running.

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

Error Message

%SYS-3-MSGLOST: %d messages lost because of queue overflow

Explanation A software error occurred.

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

Error Message

%SYS-3-NOELEMENT: %s:Ran out of buffer elements for enqueue

Explanation The process was unable to enqueue data as it ran out of buffer elements.

Recommended Action Copy the error message exactly as it appears, also get the output of show buffers and report it to your technical support representative.

Error Message

%SYS-3-NULLIDB: Null IDB in %s

Explanation An internal software error occurred.

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

Error Message

%SYS-3-NV_BOOTVAR_PARSE: Failed to parse boot command:[chars] Error:[dec]

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

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

Error Message

%SYS-3-NZREFCNT: Block %x on free list %d with refcount %d

Explanation A block of memory in the free pool is actually in use. The message indicates the number of processes using the memory block.

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

Error Message

%SYS-3-OVERRUN: Block overrun at %x (red zone %08x)

Explanation An internal software error occurred.

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

Error Message

%SYS-3-OVFPRINT: Overflow in %s, chars %d, buffer size %d

Explanation A software error occurred.

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

Error Message

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

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

Error Message

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

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

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

Error Message

%SYS-3-RGCREATEFAIL: Resource group creation failed, Cause: %s

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

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

Error Message

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

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

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

Error Message

%SYS-3-RGDESTFAIL: Couldn't destroy resource group %x, Cause: %s

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

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

Error Message

%SYS-3-RGMEMEXCEED: Limit Exceeded: %s Holding: %lu Requested: %lu bytes

Explanation A resource group has requested for more memory than the configured limit at the indicated location

Recommended Action This message may indicate that the associated resource group is consuming more memory than what has been configured as the limit. Please verify that the limit is indeed correct. Check if the router is the target of a DoS attack or is heavily stressed. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

Error Message

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

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

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

Error Message

%SYS-3-SOCKUNKN: Unknown socket protocol %d

Explanation An internal software error occurred.

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

Error Message

%SYS-3-SUP_MODNONSBY: Module [dec] is present but not in standby mode

Explanation This message appears only when using Supervisor Engine II modules and only on the active Supervisor Engine III module. That is, this message occurs only with systems containing redundant supervisor engines when one of the Supervisor Engine III modules has a problem booting up and is sent out to the ROM-based monitor (ROMMON). [dec] is the module number.

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

Error Message

%SYS-3-SYS_RMONMEMLOW: Fail to allocate memory for RMON. System memory usage excess [dec]

Explanation This message indicates that the RMON facility is requesting memory from the system, and the system memory usage exceeds or will exceed the preset threshold.

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

Error Message

%SYS-3-TCLSETFAIL: cannot set TCL interpreter variable '%s' to '%s' : '%s'

Explanation The value could not be passed to the TCL interpreter

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

Error Message

%SYS-3-TIMERHOG: Timer callback ran long, PC = %x.

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

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

Error Message

%SYS-3-TIMERNEG: Cannot start timer (%#x) with negative offset (%d).

Explanation An internal software error occurred.

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

Error Message

%SYS-3-URLREADFAIL: cannot open file for reading '%s'

Explanation The URL for the cannot be opened for reading.

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

Error Message

%SYS-3-URLWRITEFAIL: redirection url write failed '%s'

Explanation Redirection of output to URL failed.

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

Error Message

%SYS-3-WRONGFREELIST: Block %x, size %d, on wrong free list (%d, %d)

Explanation A freed buffer was placed on the wrong list of free buffers.

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

Error Message

%SYS-4-CHUNKSIBLINGSEXCEED: Number of siblings in a chunk has gone above the threshold. Threshold:%d Sibling-Count:%d Chunk:0x%x Name:%s

Explanation Number of siblings in a chunk with no header has gone above the default/configured threshold (configured using memory chunk siblings threshold count) which may lead to high cpu utilization/CPUHOG while freeing the chunk.

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

Error Message

%SYS-4-CONFIG_NEWER: Configuration from version %d.%d may not be correctly understood

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

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

Error Message

%SYS-4-CONFIG_NOLOCK: The configuration could not be locked

Explanation A software error occurred.

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

Error Message

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

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

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

Error Message

%SYS-4-CONFIG_NV_NEED_TRUNCATE: Configuration needs to be truncated to fit into nvram

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

Recommended Action No action is required.

Error Message

%SYS-4-DUAL_MESSAGE: SNMP system message request %d denied because of pending job

Explanation A software error occurred.

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

Error Message

%SYS-4-EXMALLOCFAIL: External memory allocation of %d bytes failed from EXMEM %d

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

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

Error Message

```
%SYS-4-FREEMEMLOW: Free Memory has dropped below low watermark Pool: %s Free: %lu  
Threshold: %lu
```

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

Recommended Action No action is required.

Error Message

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

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

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

Error Message

```
%SYS-4-GLOBALBUFEXCEED: Buffer usage has gone above global buffer [chars]  
threshold configured [dec] Current usage :[dec]
```

Explanation Global buffer usage has gone above the configured limit. This violation can happen because of all the entities which use buffers in the system.

Recommended Action No action is required.

Error Message

```
%SYS-4-GREEDY_REGEXP: %s while processing the input regular expression. Aborting  
processing, use alternate regular expression. Input regular expression: %s
```

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

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

Error Message

%SYS-4-INVALID_IMAGE: Running invalid image for platform!

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

Recommended Action Install the correct software image.

Error Message

%SYS-4-NVLOG: Failed to automatically save system configuration to NVRAM as system configuration is being updated

Explanation System could not save the system configuration.

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

Error Message

%SYS-4-NV_BLOCK_INITFAIL: Unable to initialize the geometry of nvram

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

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

Error Message

%SYS-4-NV_CHKSUM: An nvram checksum is already in progress

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

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

Error Message

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

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

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

Error Message

%SYS-4-NV_NOLOCK: Failed to acquire an nvram lock

Explanation An interrupt service routine has attempted to acquire a semaphore lock. The attempt has failed.

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

Error Message

%SYS-4-P2_WARN: 1/Filtering Ethernet MAC address of value zero Problem

Explanation The switch is generating Filtering Ethernet MAC address of value zero messages. This is an example of the syslog output that you see when this error occurs: %SYS-4-P2_WARN: 1/Filtering Ethernet MAC address of value zero from agent host table interface %SYS-4-P2_WARN: 1/Filtering Ethernet MAC address of value zero from agent host table interface The Filtering Ethernet MAC address of value zero syslog message is generated when the switch receives packets with a source MAC address of 00-00-00-00-00-00, which is an invalid source MAC. The syslog message indicates that the switch refuses to learn the invalid address. However, the switch forwards traffic sourced from an all-zeros MAC address.

Recommended Action The workaround is to try to identify the end station that is generating frames with an all-zeros source MAC address. Typically, such frames are transmitted from a traffic generator (for example, Spirent SmartBits), certain types of servers (such as load-balancing IBM WebSphere servers), a misconfigured router or end station (for example, a device transmitting all-zeros broadcasts), or a faulty NIC.

Error Message

%SYS-4-PUPDATECLOCK: Periodic Clock update with ROMMON failed, because size left in ROMMON ([int]), size needed ([int]), error code ([dec])

Explanation This message indicates that the periodic update of the clock to ROMMON failed. This would indicate that the router when restarted might have past clock values.

Recommended Action Drop to ROMMON, and clear unwanted ROMMON variable entries.

Error Message

%SYS-4-REGEXP: %s.

Explanation An internal software error occurred.

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

Error Message

%SYS-4-RELOAD_ATTEMPT: Attempt via SNMP failed, system shutdown not configured

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

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

Error Message

%SYS-4-RESBUFEXCEED: Resource user[chars] [chars] has exceeded the buffer [chars] threshold. configured [dec] Current usage : [dec]

Explanation The Resource User specified in the error message has violated the configured threshold. Its buffer usage has gone above the threshold.

Recommended Action No action is required.

Error Message

%SYS-4-RESGLOBALBUFEXCEED: Buffer usage has gone above buffer [chars] threshold configured by resource user[chars] [chars] configured [dec] Current usage : [dec]

Explanation The global buffer usage has gone above the threshold of the RU specified in the error message.

Recommended Action No action is required.

Error Message

%SYS-4-RESGLOBALBUFRECOVER: Buffer usage has gone below buffer [chars] threshold configured by resource user [chars] [chars] configured [dec] Current usage : [dec]

Explanation The global buffer usage has gone below the threshold of the RU specified in the error message.

Recommended Action No action is required.

Error Message

%SYS-4-RESGLOBALMEMEXCEED: Global Memory has exceeded the [chars] threshold configure by resource user [chars] Pool: [chars] Used: [int] Threshold: [int]

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

Recommended Action No action is required.

Error Message

%SYS-4-RESGLOBALMEMRECOVER: Global Memory has recovered after exceeding the [chars] threshold configure by resource user [chars] Pool: [chars] Used: [int] Threshold: [int]

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

Recommended Action No action is required.

Error Message

%SYS-4-RESMEMEXCEED: Resource user [chars] has exceeded the [chars] memory threshold Pool: [chars] Used: [dec] Threshold : [dec]

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

Recommended Action No action is required.

Error Message

%SYS-4-SNMP_HOSTCONFIGSET: SNMP hostConfigSet request. Loading configuration from %i

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

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

Error Message

%SYS-4-SNMP_NETCONFIGSET: SNMP netConfigSet request. Loading configuration from %i.

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

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

Error Message

%SYS-4-SNMP_WRITENET: SNMP WriteNet request. Writing current configuration to %i

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

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

Error Message

%SYS-5-CONFIG: Configured from %s

Explanation The router's configuration was changed.

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

Error Message

%SYS-5-CONFIG_I: Configured from %s by %s

Explanation The router's configuration was changed.

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

Error Message

%SYS-5-CONFIG_NV: Nonvolatile storage configured from %s

Explanation The configuration was written successfully.

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

Error Message

%SYS-5-CONFIG_NV_I: Nonvolatile storage configured from %s by %s

Explanation The configuration was written successfully.

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

Error Message

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

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

Recommended Action No action is required.

Error Message

%SYS-5-FREEMEMRECOVER: Free Memory has recovered above low watermark Pool: %s Free: %lu Threshold: %lu

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

Recommended Action No action is required.

Error Message

%SYS-5-GLOBALBUFRECOVER: Buffer usage has gone below global buffer [chars] threshold configured [dec] Current usage :[dec]

Explanation Global buffer usage has gone below the configured limit. This is the indication of recovery.

Recommended Action No action is required.

Error Message

%SYS-5-GLOBALMEMEXCEED: Global Memory has exceeded the [chars] threshold Pool: [chars] Used: [int] Threshold: [int]

Explanation The memory pool specified in the error message has exceeded the global memory threshold configured.the memory consumed in that poolhas exceeded the configured limit.

Recommended Action No action is required.

Error Message

%SYS-5-GLOBALMEMRECOVER: Global Memory has recovered after exceeding [chars] threshold Pool: [chars] Used: [int] Threshold: [int]

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

Recommended Action No action is required.

Error Message

%SYS-5-OUTSETUP: Configuration file %s accepted, aborting setup

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

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

Error Message

%SYS-5-PRIV_AUTH_FAIL: Authentication to Privilage level [dec] failed
by[chars][chars]

Explanation The switch to privileged mode failed; therefore, the associated , and information will be logged.

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

Error Message

%SYS-5-PRIV_AUTH_PASS: Privilege level set to [dec] by[chars][chars]

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

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

Error Message

%SYS-5-RELOAD: Reload requested%s

Explanation A reload or restart was requested.

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

Error Message

%SYS-5-RESBUFRECOVER: Resource user[chars] [chars] has recovered after exceeding the buffer [chars] threshold. configured [dec] Current usage :[dec]

Explanation The Resource User specified in the error message has recovered from the high buffer usage. Its usage has gone below the threshold.

Recommended Action No action is required.

Error Message

%SYS-5-RESMEMRECOVER: Resource user [chars] has recovered after exceeding the [chars] memory threshold Pool: [chars] Used: [dec] Threshold :[dec]

Explanation The memory pool specified in the error message is recovering from a low-memory condition. The amount of free memory available in the specified memory pool has recovered above the configured low-memory limit.

Recommended Action No action is required.

Error Message

%SYS-5-RESTART: System restarted -- %s

Explanation A reload or restart was requested.

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

Error Message

%SYS-5-SCHEDULED_RELOAD: Reload requested for %s

Explanation A scheduled reload has been requested for the router.

Recommended Action No action is required.

Error Message

%SYS-5-SCHEDULED_RELOAD_CANCELLED: Scheduled reload cancelled at %s

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

Recommended Action No action is required.

Error Message

%SYS-5-SWITCHOVER: Switchover requested

Explanation A switchover was requested.

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

Error Message

%SYS-5-TABLEERR: %s table %s damaged: %s.

Explanation An internal table entry became corrupt.

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

Error Message

%SYS-5-VIEW_AUTH_FAIL: Authentication to View [chars] failed by[chars][chars]

Explanation The switch to view mode is failed; therefore, the associated , and information will be logged.

Recommended Action Notification message only. No action is required. To disable this particular logging feature, enter the no logging userinfo command from the global configuration mode.

Error Message

%SYS-5-VIEW_AUTH_PASS: View set to [chars] by[chars][chars]

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

Recommended Action Notification message only. No action is required. To disable this particular logging feature, enter the no logging userinfo command from the global configuration mode.

Error Message

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

Explanation Provides additional information about original freer of packet.

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

Error Message

%SYS-6-BLKINFO: %sblk %x, words %u, alloc %x, %s, dealloc %x, rfcnt %x

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

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

Error Message

%SYS-6-BOOTTIME: Time taken to reboot after reload = %-4d seconds

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

Recommended Action No action required.

Error Message

%SYS-6-BOOT_MESSAGES: Messages above this line are from the boot loader.

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

Recommended Action If the system image was loaded, no action is recommended. If the system image did not load as configured, send a log file and configuration information to your technical support representative. %SYS-6-CLOCKUPDATE : System clock has been updated from %s to %s, configured from %s by %s.

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

Recommended Action This is informational message.

Error Message

%SYS-6-CLOCKUPDATE: System clock has been updated from [chars] to [chars], configured from [chars] by [chars].

Explanation The system clock has been modified.

Recommended Action No action is required.

Error Message

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

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

Recommended Action No action is required.

Error Message

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

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

Recommended Action No action is required.

Error Message

%SYS-6-INVALID_BOOTTIME: Time since last reboot not available

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

Recommended Action No action required.

Error Message

%SYS-6-LOGGINGHOST_STARTSTOP: Logging to host %s%s%s%

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

Recommended Action No action is required.

Error Message

%SYS-6-LOGGING_BUGINF: Logging of buginf debugs was %s

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

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

Error Message

%SYS-6-MEMDUMP: %#x: %#x %#x %#x %#x

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

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

Error Message

%SYS-6-MTRACE: %s: addr, pc ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC

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

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

Error Message

%SYS-6-NOBRIDGE: Bridging software not present

Explanation Your system is not configured to be a bridge.

Recommended Action Configure the bridging software.

Error Message

%SYS-6-PROCINFO: Process %s just finished executing

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

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

Error Message

%SYS-6-READ_BOOTFILE_FAIL: %s %s.

Explanation A configured boot system command failed.

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

Error Message

%SYS-6-READ_BOOTFILE_SKIP: boot system %s command is skipped

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

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

Error Message

%SYS-6-RESERVE_MEMORY_CREATED: Reserve memory is being created

Explanation A portion of memory is reserved exclusively for console

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

Error Message

%SYS-6-STACKLOW: Stack for %s %s running low, %d/%d

Explanation An internal software error occurred.

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

Error Message

%SYS-6-STARTUP_CONFIG_IGNORED: System startup configuration is ignored based on the configuration register setting.

Explanation The configuration register was set to ignore the system startup configuration.

Recommended Action If the system should ignore the startup configuration, no action is required. If the system should boot with the startup configuration saved in the NVRAM, change the configuration register value.

Error Message

%SYS-6-TESTINFO: Scheduler test %#x (for %s) just executed

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

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

Error Message

%SYS-6-USING_RESERVE_MEMORY: Reserve memory is being used

Explanation The reserved memory is being used by the console

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

Error Message

%SYS-7-ESMSHUTDOWN: ESM shutdown

Explanation The embedded syslog manager has been shut down.

Recommended Action No action is required.

Error Message

%SYS-7-NV_BLOCK_INIT: Initialized the geometry of nvram

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

Recommended Action No action is required.

Error Message

%SYS-DFC3-2-MALLOCFAIL: Memory allocation of [int] bytes failed from [hex], alignment [dec] Pool: [chars] Free: [int] Cause: [chars] Alternate Pool: [chars] Free: [int] Cause: [chars]

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

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

Error Message

%SYS-DFC3-5-RESTART: System restarted -- [chars]

Explanation A request to reload or restart the system has been made.

Recommended Action Informational message only. No action is required.

Error Message %SYS-DFC7-5-RESTART: System restarted -- [chars]

Explanation A request to reload or restart the system has been made.

Recommended Action Informational message only. No action is required.

Error Message %SYS-SP-2-INPUTQ: INPUTQ set, but no IDB, ptr=[hex]

Explanation An internal software error has occurred.

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

Error Message

```
%SYS-SP-2-MALLOCFAIL: Memory allocation of [int] type failed from [hex],
alignment [dec] Pool: [chars] Free: [int] Cause: [chars] Altrnate Pool: [chars]
Free: [int] Cause: [chars]
```

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

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

Error Message

```
%SYS-SP-STDBY-3-LOGGER_FLUSHED: System was paused for [dec]:[dec]:[dec]
```

Explanation Console buffer needs to be flushed to guarantee that console messages can be seen even if the system gets reset in the middle of RF progression.

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

SYSTEM_CONTROLLER Messages

The following are System Controller messages.

Error Message

```
%SYSCTLR-3-BAD_CALL: Invalid parameter/mangled pointer routine: %s, file: %s,
line: %d
```

Explanation An internal software error occurred.

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

Error Message

%SYSCTLR-3-DISCOVER_SOCKET_BIND: socket bind failed

Explanation An internal software error occurred.

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

Error Message

%SYSCTLR-3-DISCOVER_SOCKET_OPEN: socket open failed

Explanation An internal software error occurred.

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

Error Message

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

Explanation Two shelves with same shelf-id are configured in the system.

Recommended Action Change the shelf-id for one of the shelf.

Error Message

%SYSCTLR-3-HMON_SETUP_FAILED: Health monitoring setup failed on shelf_id %d

Explanation Health monitor failed to setup the monitoring command on that particular shelf .

Error Message

%SYSCTLR-3-INVALID_SDP_VERSION: SDP packet received by system controller contained invalid version number.

Explanation Check that shelf is running compatible version of SDP .

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message

%SYSCTLR-3-SDP_TIMER_ERROR: No context associated with the expired SDP timer

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message

%SYSCTLR-3-SHELF_MSGFAIL: Unable to send message %d to process with pid %d.

Explanation Most likely the performance collector process has terminated.

Error Message

%SYSCTLR-3-SHELF_PROTO: Shelf id protocol error

Explanation An internal software error occurred.

Recommended Action If any of these messages recur, call your technical support representative for assistance.

Error Message

%SYSCTLR-4-HMON_POLL: Local time %s %s on shelfid %d is not active, resetting monitor_type %d

Explanation Health monitor setup commands polling information. If you see this message shows up every ten minutes, that means health monitor is not able to set that corresponding entry on that shelf.

Error Message

%SYSCTLR-4-SDP_TIMEOUT: Hello packet from shelf %d not received, shelf removed.

Explanation No SDP hello packets were received from the particular shelf, this could indicate that particular router shelf is down or is mis-configured.

Error Message

%SYSCTLR-4-SHELF_CONF_CHANGED: Configuration for the shelf %d located %i changed

Explanation SDP protocol on system controller has detected that a particular shelf configuration has changed.

Error Message

%SYSCTLR-4-SHELF_RELOAD: Shelf %d located %i reloaded

Explanation SDP protocol on system controller has detected that a particular shelf has reload.

Error Message

%SYSCTLR-4-SHELF_REMOVE: Shelf %d located at address %i removed.

Explanation SDP protocol on system controller didn't receive hello packets from particular shelf.

Error Message

%SYSCTLR-4-SNMP_NOT_RESPONDING: Shelf %d not reachable via SNMP

Explanation Shelf indicated above is not responding to SNMP requests.

Recommended Action Check the snmp configuration for the above shelf and also check correct community string is specified in configuration command system-controller community on the system controller.

Error Message

%SYSCTLR-5-AUTH_FAILED: MD5 digest does not match, SDP packet received from, %i rejected

Explanation A SDP hello packet was received from shelf, which is not trusted.

Recommended Action Either specify the correct SDP password and/or destination on the shelf from which this message was received.

Error Message

%SYSCTLR-6-BAD_IP_ADDR: Found Shelf %d with an invalid IP address %s

Explanation System Controller found a Shelf with an invalid ip address.

Recommended Action Check the IP address set on the Shelf.

Error Message

%SYSCTLR-6-SHELF_ADD: Shelf %d discovered located at address %i

Explanation SDP protocol on system controller has detected a particular shelf.

Error Message

%SYSCTLR-6-SHELF_RESTORED: Communication with shelf %d located at address %i

Explanation SDP protocol on system controller has detected a particular shelf.

SYSLOG_SERVER Messages

Error Message

%SYSLOG_SERVER-3-CREATE_ERR: Failed to create a Syslog file.

Explanation Failed to create a Syslog file.

Recommended Action There is probably no PCMCIA disk on slot0 on the System Controller. Please check to see if it is not a PCMCIA Flash.

Error Message

%SYSLOG_SERVER-3-ILLEGAL_FS: Illegal file system %s.

Explanation Illegal file system.

Error Message

%SYSLOG_SERVER-3-MFS_MAX: Failed to add Syslog file %s, maximum Syslog files %d.

Explanation Exceeded the maximum Syslog files allowed.

Error Message

%SYSLOG_SERVER-3-OPEN_FILE_ERR: Failed to open %s.%d syslog file.

Explanation Failed to open a syslog file. One or more of the subfiles may have been deleted or there is no PCMCIA disk.

Recommended Action You may not be having a PCMCIA disk in slot0 on the System Controller. Please check to see if it is not a PCMCIA Flash. If one or more of the subfiles is missing, then they will be automatically restored when the current file reaches its capacity and gets archived.

Error Message

%SYSLOG_SERVER-3-PARSING_ERR: Parsing file error.

Explanation The Router is not configured to timestamp all the log messages.

Recommended Action Please configure your router with appropriate commands to timestamp the log messages. Eg: service timestamps.

Error Message

%SYSLOG_SERVER-3-READ_ERR: Failed to read a file.

Explanation Failed to read a file.

Error Message

%SYSLOG_SERVER-3-UNKNOWN_NAME: Unknown command or device name, or unable to find device address.

Explanation Unknown command or device name, or unable to find device address.

Error Message

%SYSLOG_SERVER-3-WRITE_ERR: Failed to write a syslog file.

Explanation Failed to write a syslog file.

Error Message

%SYSLOG_SERVER-4-DUP_FILE: Syslog file [%s] exists.

Explanation You may have issued a directory name that already exists on the PCMCIA disk.

Recommended Action Please check to see if the directory name you supplied already exists on the PCMCIA disk and re-enter a different one.

Error Message

%SYSLOG_SERVER-4-FILE_CORRUPTED: syslog records do not appear to be timestamped.

Explanation This may be a result of not turning the service timestamp command.

Recommended Action Please turn the service timestamps log datetime command on your router. This will cause the system to timestamp debugging or logging messages. Use atleast datetime.

Error Message

%SYSLOG_SERVER-4-NO_CONFIG_CHANGE: No configuration change.

Explanation There is no configuration change to the syslog-server

Error Message

%SYSLOG_SERVER-4-NO_MEM: No memory left.

Explanation No memory left.

Recommended Action The System Controller is running very low on memory.

Error Message

%SYSLOG_SERVER-4-NO_MOBIUS: No syslog file.

Explanation No syslog file.

SYSMGT_RPC Messages

Error Message

%SYSMGT_RPC-3-ERROR: Error detected ([chars])

Explanation A system error involving the system management RPC operation has been detected.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%SYSMGT_RPC-3-IPC_ERROR: SYSMGT RPC - IPC [chars] [chars] failed ([chars])

Explanation A system management RPC operation failure has occurred. The request for information from the CIP card will not be processed.

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

%SYSMGT_RPC-3-NETMGT_EVENT: SYSMGT RPC - NETMGT Event: [chars] ([dec])

Explanation An RPC network management event 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

%SYSMGT_RPC-3-NOMEM: [chars]

Explanation The channel adapter system management subsystem could not be initialized because of lack of memory available on the channel adapter. Because the channel adapter SYSMGT component was unable to be initialized, most show extended channel command information and all channel adapter event notifications will be unavailable to the user.

Recommended Action Upgrade the channel adapter with more memory.

Error Message

%SYSMGT_RPC-3-RPC_ERROR: SYSMGT RPC - RPC [chars] [chars] failed ([chars] [dec])

Explanation An RPC operation failure has occurred. The request for information from the CIP card will not be processed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that 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

%SYSMGT_RPC-4-UNKNOWN: [chars] request for class [dec] contains unknown [chars] [dec]

Explanation The channel microcode has received a system management request (clear or query) on this port with an unknown code.

Recommended Action Check your microcode version to ensure that it is compatible with the installed version of Cisco IOS software. T1E1SUNI Messages

Recommended Action The following are messages associated with the PAM port driver.

Error Message

%SYSMGT_RPC-6-STATE_CHANGE: System Management [chars]

Explanation The channel adapter system management subsystem has changed state.

Recommended Action No action is required.

SYSTEM_BUS_ASIC Messages

Error Message

%SYSTEM_BUS_ASIC-3-INTR_FATAL: SYSTEM BUS ASIC [dec]: recoverable interrupt [chars]

Explanation The System Bus Translator ASIC detected an unexpected interrupt condition. This message indicates a hardware failure or malfunction. The system will reload to fix the problem.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_BUS_ASIC-3-INTR_RECOVERY: SYSTEM BUS ASIC [dec]: recoverable interrupt [chars]

Explanation The System Bus Translator ASIC detected an unexpected interrupt condition.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_BUS_ASIC-3-INTR_RESET: SYSTEM BUS ASIC [dec]: was reset

Explanation The System Bus Translator ASIC was reset as part of the system recovery sequence.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_BUS_ASIC-3-INTR_STATS_RECOVERY: SYSTEM BUS ASIC [dec]: Recoverable Interrupt warning [chars]

Explanation The System Bus Translator ASIC detected an unexpected condition in the statistics collection module.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_BUS_ASIC-3-INTR_WARN: SYSTEM BUS ASIC [dec]: Non-fatal Interrupt warning [chars]

Explanation The System Bus Translator ASIC detected an unexpected non-fatal condition.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_BUS_ASIC-3-INTR_WARN_TYPE2: SYSTEM BUS ASIC [dec]: Non-fatal interrupt Warning [chars] error code [dec]

Explanation The System Bus Translator ASIC detected an unexpected non-fatal condition.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

SYSTEM_CONTROLLER Messages

The following are System Controller messages.

Error Message

%SYSTEM_CONTROLLER-3-COR_MEM_ERR: Correctable DRAM memory error. Count %d, log %08x

Explanation A correctable error in system DRAM occurred:normal operation continues.

Recommended Action No action needed if additional DRAM errors do not occur.

Error Message

%SYSTEM_CONTROLLER-3-DUMP: System controller Global Registers Dump

Explanation Information regarding the internal state of system controller

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_CONTROLLER-3-ERROR: Error condition detected: %s

Explanation Information regarding an error condition detected by the system controller:normal operation continues

Recommended Action If this 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_CONTROLLER-3-EXCESSIVE_RESET: System Controller is getting reset so frequently

Explanation The system controller reset rate is high.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the show ibc 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

%SYSTEM_CONTROLLER-3-FATAL: An unrecoverable error has been detected. The system is being reset.

Explanation The system controller has detected an unrecoverable error condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_CONTROLLER-3-INFO1: %s=0x%x

Explanation Information regarding the internal state of system controller

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SYSTEM_CONTROLLER-3-INFO2: %s=0x%08x(0x%08x)

Explanation Information regarding the internal state of system controller

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SYSTEM_CONTROLLER-3-MISTRAL_RESET: System Controller is reset:Normal Operation continues
```

Explanation The system controller is being reset : Message rate limited.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show ibc** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered.

Error Message

```
%SYSTEM_CONTROLLER-3-MORE_COR_ERR: %s %d correctable DRAM memory errors in previous hour
```

Explanation Multiple correctable errors have occurred in system DRAM

Recommended Action Reboot system at next convenient time. If error persists after reboot, call your Cisco technical support representative to arrange repairs.

Error Message

```
%SYSTEM_CONTROLLER-3-RESET: Resetting system controller due to %s
```

Explanation The system controller is being reset due to internal errors

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%SYSTEM_HM-3-ZERO_SYSTEM_HEALTH_RULE_CREATION_ERR: Zero system health rule creation failed due to [chars], error [dec]
```

Explanation The system level Health Monitor rule 'zero_system_health_rule' could not be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

T1E1SUNI Messages

The following are Rhino port driver messages.

Error Message

```
%T1E1SUNI-1-NOMEMORY: Unit [dec], no memory for [chars]
```

Explanation The unit described has a memory error for the IDB structure.

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.

T3E3_EC Messages

Error Message

```
%T3E3_EC-1-INITFAIL: Slot [dec] Init Failure([chars])
```

Explanation T3E3_EC initialization failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-AUTODNR_FAIL: Autodnr Process Failed to start on PA [dec]
```

Explanation Autodnr Process failed to acquire the IPC semaphore for 15 times. Autodnr process could not proceed further to bring up the lines.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-BADIFCTRL: Corrupted information for interface [chars] [[hex]]
```

Explanation The interface information is not valid. This is an internal software error.

Recommended Action Enter the **show memory** command on the line card, and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-BAD_SIZE_ERR: T3E3_EC [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.The T3E3_EC is being restarted.
```

Explanation The T3E3_EC driver detected an error event on the HDLCController.

Recommended Action The T3E3_EC driver has encountered an error event on the T3E3_EC 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. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%T3E3_EC-3-COR_MEM_ERR: T3E3_EC [dec]/[dec]: [dec] correctable [chars] memory error(s) encountered. The error has been corrected and normal processing should continue. The memory address of most the recent error is: [hex]
```

Explanation The T3E3_EC driver detected a correctable memory error on the T3E3_EC card.

Recommended Action The T3E3_EC has encountered a correctable memory error on the T3E3_EC card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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

```
%T3E3_EC-3-EFC_ERROR: EFC ERROR: [chars] - [chars] [int]
```

Explanation The T3E3_EC Extended Flow Control encountered 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 <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-HDLC_CTRL_ERR: T3E3_EC [dec]/[dec]: [dec] [chars] events on HDLC  
Controller were encountered.
```

Explanation The T3E3_EC driver detected an error event on the HDLCController.

Recommended Action The T3E3_EC driver has encountered an error event on the T3E3_EC card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** 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. Also provide the output of the **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%T3E3_EC-3-INVALID_IF_TYPE: Invalid T3E3_EC type [dec] on [chars]. Port Number =  
[dec].
```

Explanation The software can not recognize the interface 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/pcgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-INVLIAD_IF_INDEX: Invalid interface index [dec] on slot/bay:[dec]/[dec]. Min. Index = [dec]. Max. Index = [dec].
```

Explanation The index is not valid for the interface specified in the error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-IPC_NOT_OK: T3E3_EC IPC Failed for slot [dec], command [hex], Error Code [hex]
```

Explanation The T3E3_EC returned an error when sending an IPC 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-LINK_TABLE_ERR: [chars]: Could not create link table, error [dec]
```

Explanation Error creating link record table. Interfaces might not come up / pass traffic.

Recommended Action If the ports on the T3E3_EC are not operating as expected, power down and reseat the indicated T3E3_EC 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. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%T3E3_EC-3-NODESTROYSUBBLOCK: The [chars] subblock named [chars] was not removed

Explanation IDB sub-blocks could not be removed during the unprovisioning of a channel. This condition indicates a software error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%T3E3_EC-3-NULL_DATA_STRUCTURE: Failed to create [chars] on slot/bay:[dec]/[dec].
Port Number = [dec].

Explanation The software resource can not 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%T3E3_EC-3-NULL_PA_PTR:

Explanation The pointer to an T3E3_EC value is of a null value.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-PA_CMD_RETURN_ERR: T3E3_EC command [chars] return error [int]
```

Explanation The T3E3_EC returned an error status for a host 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-PA_CMD_SEND_ERR: Failed to send [chars] command to T3E3_EC
```

Explanation The host failed to send a command to T3E3_EC.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-3-PA_SW_ERR: T3E3_EC on [dec]: [chars] Software error was encountered.
```

Explanation The T3E3_EC driver detected a Software error condition on the T3E3_EC card. This might result in improper operation.

Recommended Action The T3E3_EC driver has encountered a Software error. First reload the configuration by entering a **shut** command then a **no shut** command on the controllers. If the problem persists, power cycle the T3E3_EC. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%T3E3_EC-3-PROCESS_FAIL: T3E3_EC failed to initialize [chars]

Explanation The T3E3_EC returned an error status for a host 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%T3E3_EC-3-SEMAHOG: T3E3_EC on [chars]: Semaphore Hog was encountered.

Explanation The semaphore used by the IPC communication between host and the T3E3_EC was hogged by one process. This behavior would cause other processes fail to send commands down to the T3E3_EC. This might result in improper operation.

Recommended Action First stop all the traffic on the T3E3_EC and then reload the configuration by doing shut/no shut on the controllers. If the problem persists, power cycle the T3E3_EC. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%T3E3_EC-3-SPI4_HW_ERR: T3E3_EC on [chars]: [chars] Hardware error was encountered.

Explanation The T3E3_EC driver detected a Hardware error condition on the T3E3_EC card. This might result in improper operation.

Recommended Action The T3E3_EC driver has encountered a Hardware error on the T3E3_EC's SPI4 bus. Power down and reseal the indicated T3E3_EC 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. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%T3E3_EC-3-T3E3_EC_ENCAP_UPDATEFAIL: Could not update encapsulation on [chars] to [int]

Explanation The line card 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, remove and reconfigure the encapsulation on the interface. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%T3E3_EC-3-THROTTLED: Interface [chars] Throttled

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%T3E3_EC-3-TOOBIG: Interface [chars], Input packet size of [dec] bytes too big

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%T3E3_EC-3-TOOSMALL: Interface [chars], Input packet size of [dec] bytes too small

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%T3E3_EC-3-UNCOR_MEM_ERR: T3E3_EC [dec]/[dec]: [dec] uncorrectable [chars] memory error(s) encountered. The memory address of most the recent error is: [hex] The T3E3_EC is being restarted.

Explanation The T3E3_EC driver detected an uncorrectable memory error condition on the T3E3_EC card. Packet corruption might result.

Recommended Action The T3E3_EC driver has encountered an uncorrectable memory error on the T3E3_EC card. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. Power down and reseal the indicated T3E3_EC 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. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

%T3E3_EC-3-UNCOR_PARITY_ERR: T3E3_EC [dec]/[dec]: [dec] [chars] parity error(s) encountered.

Explanation The T3E3_EC driver detected an uncorrectable parity error condition on the T3E3_EC card. Packet corruption might result.

Recommended Action Power down and reseal the indicated T3E3_EC 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.

representative and provide the representative with the gathered information. Also provide the information you have gathered with a **show tech-support** command, or attach it to your case in non-zipped, plain text format (.txt).

Error Message

```
%T3E3_EC-3-UNKNOWN_CMD: Unknown [chars] command recieved on slot/bay:[dec]/[dec].
Command Type = [dec]
```

Explanation An unknown command was recieved by the T3E3_EC card carrier.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%T3E3_EC-4-UNPROV_FAIL: Interface [chars] unprovisioning failed: [chars]
```

Explanation The system failed to respond to an unprovisioning command. A hidden VLAN could not be deleted within a 2 second timeout window. This condition might be caused by a system that is too busy, or by a FIB IPC failure. The line card driver code will attempt to delete the hidden VLAN.

Recommended Action If processing continues normally, no action is required. If system operation is adversely affected, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

TAC Messages

Error Message

```
%TAC-3-PICKCTX: No pick-context
```

Explanation The context for picking the next server has disappeared.

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

%TAC-3-SECRETDEFINEFAILED: Key definition ignored.

Explanation The user is attempting to store either a corrupted shared secret or memory allocation failed during secret definition. Any existing shared secret will be preserved.

Recommended Action Configure a proper secret.

Error Message

%TAC-3-XTACL: [chars]: accesslist [hex] out of range for '[chars]'

Explanation The TACACS facility has created a message that contains an invalid access list (out of bounds).

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

%TAC-4-NOTIMEOUT: Warning: This command has been deprecated in favor of the line-command 'timeout login response'

Explanation This command has been phased out and should no longer be used.

Recommended Action You can use the timeout login response command. The timeout login response command now provides the required functionality.

Error Message

%TAC-4-SERVREF: Warning: Server [IP_address]:[dec] is still referenced by server group.

Explanation The server that is being removed is still being referenced by a server group.

Recommended Action Remove the server from the server group configuration as soon as possible.

Error Message

%TAC-4-UNEXREP: Reply for non-existent request, %d on queue

Explanation The TACACS facility received a message it was not expecting. This may occur when a TACACS server sends duplicate responses or when it responds to a request that has already timed out. It also may be due to an internal software problem.

Recommended Action If this message recurs, call your technical support representative for assistance.

Error Message

%TAC-6-SENDTMO: Send type [dec] to [IP_address] timed out

Explanation A background TACACS notification (enabled with the tacacs notify command) has not been acknowledged by the TACACS server processor within the 5-minute timeout period. The information contained in that notification was lost. This loss of information might interfere with accounting or auditing on the server. This condition occurs when the TACACS server is misconfigured, has crashed, or has become unreachable through the network.

Recommended Action Ensure that the TACACS server is correctly configured. Also verify that the network attached to the TACACS server is not causing this condition to occur.

TAGCON Messages

The following are tag distribution and control messages.

Error Message

%TAGCON-3-ALLOC: Cannot alloc [chars]

Explanation An attempt to allocate a tag-switching data structure has failed because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. 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

%TAGCON-3-BUFFERBIND: unexpected error [dec]; peer [chars]; [chars]

Explanation An unexpected failure has occurred during the building of a TDP PIE for transmission to a TDP peer. This condition occurred while the system was attempting to add a tag binding or an address to the PIE.

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

%TAGCON-3-CONSISTENCY: [chars]

Explanation An action attempted by the tag control process has encountered an unexpected condition.

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

%TAGCON-3-DEADADJ: [IP_address]/[IP_address], [chars]

Explanation A problem has occurred in cleanup following termination of a TDP session.

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

%TAGCON-3-DEFCASE_BINDING_PIE: Unexpected blist_type ([dec]) for [chars] PIE from peer [chars]

Explanation A TDP protocol information element (PIE) received from a TDP peer contained an unexpected binding list type. The PIE will be ignored.

Recommended Action This is an informational message. The system proceeds by ignoring the PIE. This might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag-switching ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag-switching ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TAGCON-3-DIRADJTREE: [IP_address]/[IP_address]; [chars]

Explanation An operation on the TDP directed adjacency data structure 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

%TAGCON-3-DUP_ADDR_RCVD: Duplicate Address [IP_address] advertised by peer [chars] is already bound to [chars]

Explanation An address message advertisement has been received from a TDP or LDP peer. The address is rejected because it has already been advertised by another peer. This condition indicates that the rejected IP address has been configured on both peers in error.

Recommended Action Correct the configuration by changing the IP address on one of the peers.

Error Message

%TAGCON-3-EVENTQ: Can't alloc work item for [chars]

Explanation When a process such as the TDP process must request that the tag distribution and control process take some action, a work item is queued for the tag distribution and control process. This message is generated when an attempt to queue work for the tag distribution and control process fails. The failure can occur if the system is unable to allocate memory to hold the work request or if the process has stopped processing requests on its work queue.

Recommended Action 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

%TAGCON-3-INIT: process cannot initialize

Explanation The tag distribution and control process have failed to initialize. The condition has most likely occurred because of a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. 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

%TAGCON-3-LABEL_REGION: Platform specified information for label region [chars] is invalid.

Explanation A platform service routine provides label region information about all label regions it supports. This error message is displayed when the service routine does not specify its label region information correctly.

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

%TAGCON-3-LATREVNUMWRAP: Tag Local Address Table revision number wrapped

Explanation The revision number that is used to manage the advertisement of interface addresses to TDP peers has overflowed. This condition will cause faulty advertisements of interface addresses to TDP peers and faulty tag switching on those peers.

Recommended Action Reboot the system to correct the faulty interface address advertisements. 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

%TAGCON-3-LCLTAG_ALLOC: Cannot allocate local tag

Explanation An attempt to allocate a local (incoming) tag has failed. This condition should occur only when the system has allocated all available local tags.

Recommended Action The number of tags available for allocation can be changed by entering the tag-switching tag-range configuration command. Consult with your Cisco technical service representative to determine whether you should use this command to increase the number of available tags.

Error Message

%TAGCON-3-NOTIMPL: peer [chars]; [chars] not implemented

Explanation A tag distribution protocol (TDP) peer has requested an action which is not currently implemented by the tag distribution and control subsystem.

Recommended Action The request will be ignored. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TAGCON-3-PEERSM: TDP peer [IP_address]([chars]): [chars]

Explanation An operation involving the state machine for a TDP peer 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

%TAGCON-3-PROCESS: process not created

Explanation An attempt to create the tag distribution and control process has failed. This error is most likely caused by a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. 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

%TAGCON-3-RADIXTREE: TIB walk failed ([chars])

Explanation Some TIB maintenance operations involve a complete scan (walk) of the TIB radix tree data structure. This message is generated when a TIB walk encounters an unexpected failure.

Recommended Action 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

%TAGCON-3-SM: [chars]Unexpected event; state=[chars], event=[chars]

Explanation An operation on the state machine for the tag distribution and control process 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

%TAGCON-3-TDPID: peer [chars], TDP Id/Addr mapping problem ([chars])

Explanation The tag distribution and control process maintains a data structure used to convert between the TDP identifier for a TDP peer and the IP addresses of that peer. This message is generated when an internal inconsistency is discovered in that data structure.

Recommended Action Disable dynamic tag switching at the chassis level (**no tag-switching ip**), wait 15 to 20 seconds, and then re-enable it (**tag-switching ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TAGCON-3-TDPID_ADDR_TBL: [chars] sort bad; item [dec]
```

Explanation The tag distribution and control process maintains a data structure used to convert between the TDP identifier for a TDP peer and the IP addresses of that peer. This message is generated when an internal inconsistency is discovered in that data structure.

Recommended Action Disable dynamic tag switching at the chassis level (**no tag-switching ip**), wait 15-20 seconds, and then re-enable it (**tag-switching ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. TCAM_MGR Messages

Recommended Action The following are TCAM manager messages.

Error Message

```
%TAGCON-4-ADDRQ: Can't alloc work item for [IP_address]
```

Explanation When a new IP address for a TDP peer is added to the system, it may be necessary to update the TFIB for any routes for which the new address is a next hop. The address process determines whether it is necessary to update the TFIB. The system will regularly attempt to queue the necessary work item.

Recommended Action This is an informational message. 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

```
%TAGCON-4-ADDR_PROC: Can't create tagcon addr proc
```

Explanation When a new IP address for a TDP peer is added to the system, it may be necessary to update the TFIB for any routes for which the new address is a next hop. The address process determines whether it is necessary to update the TFIB. The system will regularly attempt to create the address process.

Recommended Action This is an informational message only. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TAGCON-4-CFGD_LBL_REGION: Adjusting configured label range to default range

Explanation The saved configuration has been ignored, and the default label range is being used.

Recommended Action Reconfigure the label range to a valid range using the mpls label range min max configuration command.

Error Message

%TAGCON-4-INIT_TAG_ALLOC: Failure to initialize tag allocation pool [dec]

Explanation The system has been unable to initialize the data structure that is used to support the allocation of tags for tag switching, and the system proceeds by ignoring the event. Because the system cannot allocate tags from the tag pool, the system will not advertise the tags to peers. Because the system advertises no tags, the system will not be able to receive any tagged packets or forward any tagged packets that are 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

%TAGCON-5-SEND: cannot queue TDP [chars] pie for [IP_address]([chars])

Explanation An attempt to queue a TDP PIE for transmission to a TDP peer has failed. This failure should occur only when the TDP session with the peer no longer exists. The system should recover from this condition by discarding the TDP session and establishing a new session.

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.

TAGCOS Messages

Error Message

%TAGCOS-3-MEMORY_EXHAUST: [chars]

Explanation Insufficient memory was available for the cos-map operation.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%TAGCOS-3-PREFIX: [chars] [IP_address][IP_netmask]
```

Explanation Insufficient memory was available for the prefix operation.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

```
%TAR_FS-3-IMAGE_FILE_INVALID: %s file not found in archive
```

Explanation The Tar File System could not locate the relevant tar element inside the archive

Recommended Action Check whether the Archive is complete and not corrupted or of the wrong format. If the problem could be recreated with debug ifs file turned on, it could help in quick identification of the problem. Collect the output of archive tar /table archive-name if it is a pure tar archive or show image contents file archive-name if the archive is a system image.

TBRIDGE Messages

The following are transparent bridging messages.

Error Message

```
%TBRIDGE-4-BADXMAC: XMACACCESS: Invalid extended access list [dec]
```

Explanation This condition is caused by a configuration problem. The specified extended access list either does not exist or contains an error.

Recommended Action Correct the configuration problem.

Error Message

```
%TBRIDGE-4-BAD_ENCAP: Unexpected encapsulation received on [chars] [chars]
```

Explanation The transparent bridging driver has received a packet with encapsulation that is not recognized. The packet has been discarded. This condition might indicate that a network media error has occurred or a protocol that is not supported by this version of the Cisco IOS software is being used.

Recommended Action If the dropped packets are data from a valid protocol, upgrade to a newer version of the Cisco IOS software that supports the protocol.

Error Message

%TBRIDGE-4-BTELIMITREACHED: MAC-address table size limit ([int] entries) reached

Explanation The total number of bridge MAC address table entries across all bridge groups has reached the maximum limit.

Recommended Action Check the bridge tables to determine the origin of the bridge MAC address table entries. Check the network configuration and ensure that the entries are correct. Use the bridge mac-address-table limit configuration command either to increase the maximum limit or to disable limit checking.

Error Message

%TBRIDGE-4-GIANT: Giant received on [chars], [dec] exceeds [dec] DA [enet] SA [enet] [[hex]]

Explanation A packet was received that exceeds the expected MTU length for the receiving interface. The first four bytes of the packet that follow the source address are also provided to help diagnose the problem.

Recommended Action Use the address and packet information to trace the source of these packets. Configure the MTU at the source to conform to the standard size for the given media.

Error Message

%TBRIDGE-4-INVALIDMEDIA: [chars] received on [chars] - invalid media for transparent bridging

Explanation An attempt has been made to configure transparent bridging on an interface that does not support it.

Recommended Action Remove transparent bridging from the configuration on the specified interface.

Error Message

%TBRIDGE-4-NOVCDROP: Destination VC unknown for packet

Explanation A transparent bridged packet that is destined for an ATM interface cannot be completely addressed.

Recommended Action Clear the bridge table to force the system to relearn all the addresses.

Error Message

%TBRIDGE-4-NOVCFLOOD: No VC's configured for bridging on [chars]

Explanation An ATM interface was configured for transparent bridging without specifying the associated VCs.

Recommended Action Configure the required VCs on the specified interface.

Error Message

%TBRIDGE-4-SMF_ACTION: invalid action found for [enet] on [chars] - [hex]

Explanation A software or hardware has error 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

%TBRIDGE-4-VCPAKDROP: Subscriber SA [enet] moved or loop between circuits [dec] and [dec]

Explanation A subscriber-bridged packet has been dropped because of a potential circuit loop or a roaming host at the subscriber end of the network.

Recommended Action Clear the bridge table. If this error recurs, the error is not caused by a roaming host. This condition might indicate a loop between VCs at the subscriber end of the network. Take looping VCs out of service or shut down the software interface they are on while the subscriber is contacted and asked to remove the loop condition at the subscriber end of network.

TCATM Messages

The following are ATM TAG control messages.

Error Message

%TCAMMGR-3-GROW_ERROR: cam region [dec] can not grow

Explanation This CAM region is configured as a static region with a fixed number of entries, and a caller requested to add more CAM entries

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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

%TCAMMGR-3-HANDLE_ERROR: cam handle [hex] is invalid

Explanation The CAM Handle used by the caller 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TCAMMGR-3-INDEX_ERROR: cam value/mask index [dec] is invalid
```

Explanation The CAM index used by the caller 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TCAMMGR-3-MOVE_ERROR: cam entry move from index [int] to index [int] failed
```

Explanation A CAM entry move from one index to another 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

```
%TCAMMGR-3-REGION_ERROR: cam region [dec] is invalid
```

Explanation The CAM region 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TCAMMGR-3-REGMASK_ERROR: invalid cam region [dec] mask [dec] pair

Explanation Only a predetermined set of masks are allowed in a region. Caller requested to install an entry in a given with an invalid mask for that region

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TCAM_MGR-3-BAD_FIRST_DYN_REGION: [dec]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%TCAM_MGR-3-BAD_LAST_DYN_REGION: [dec]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%TCAM_MGR-3-INTERNAL_ERROR: [chars], [chars], [dec]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%TCAM_MGR-3-INVALID_OPERATION: [chars], [dec]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%TCAM_MGR-3-INVALID_REG_TYPE: [chars], [dec]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%TCAM_MGR-3-MALLOC_FAIL: [chars], [chars]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%TCAM_MGR-3-OP_FAIL: [chars] failed for application [chars], application entry [hex] with [chars] error

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%TCAM_MGR-3-UNUSUAL_BUG_WARNING: [chars] mbu [hex] free_array_index [dec] region_id [dec]

Explanation Unavailable.

Recommended Action Unavailable.

TCATM Messages

Error Message

%TCATM-3-BADINSERT: [IP_address][IP_netmask] x[hex] to [hex]

Explanation An attempt has been made to insert an item on a list, and an internal inconsistency has been detected.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TCATM-3-BADSTATE: [IP_address][IP_netmask] [chars] [chars]-[chars]

Explanation ATM tag control uses a table-driven state machine to keep track of and transition TVCs through various states. A state transition occurs when a TVC receives one of many possible events. When this error occurred, the TVC has received an event that it did not expect while in this state.

Recommended Action The system can continue, but the system might lose the TVC that generated this error. 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

%TCATM-3-INTERNAL: [chars]

Explanation An operation that is required for proper operation of the TCATM has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TCATM-3-NOTRUNNING: ATM-TAGCONTROL is not running

Explanation An attempt to request or to create a binding has failed although the ATM tag control system is not initialized. This condition is most likely caused by an incorrect configuration or a low memory condition.

Recommended Action Reduce other system activity to ease memory demands. 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

%TCATM-3-OFFLIST: [IP_address][IP_netmask] [hex] not on list [hex]

Explanation An internal inconsistency has been detected during an attempt to remove an item from a list that was not on the list.

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

%TCATM-3-ONLIST: [IP_address][IP_netmask] [hex] on list [hex]

Explanation An internal inconsistency has been detected during an attempt to add an item to a list that is already on the list.

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

%TCATM-3-PROCESS: process not created

Explanation An attempt to create the ATM tag control process has failed. This condition might be caused by low memory.

Recommended Action Reduce other system activity to ease memory demands. 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

%TCATM-3-UNEXPECTEDBIND: Interface [chars] received unexpected bind for [IP_address][IP_netmask]

Explanation An unexpected BIND has been received for a prefix. A memory resource allocation failure has prevented this peer from sending a message to the neighbor to release the BIND. The system will continue to function normally, but the downstream neighbor might be holding a binding, for which there is no matching VCI at this end.

Recommended Action Reduce other system activity to ease memory demands. 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

%TCATM-4-HOPCOUNT_EQUALLED: Maxhop=[dec] hopcount=[dec] for [IP_address][IP_netmask] on [chars]

Explanation A loop has been discovered in the network.

Recommended Action Check the configuration and network path for the relevant prefix.

Error Message

%TCATM-4-INTERFACE: Request bind interface [chars] same as output interface for [IP_address] [IP_netmask]

Explanation The incoming interface of a request bind PIE is the same interface as the next hop for the prefix. This condition might be caused by a transient routing loop that has occurred during a routing protocol convergence or a permanent routing loop that was caused by a configuration error. As a result of this condition, the TVC requests to the upstream neighbor will remain in a BIND_WAIT state until this condition clears.

Recommended Action If this condition recurs, verify that the configuration and network paths for the relevant prefix are correct.

Error Message

%TCATM-4-MALFORMED_PIE: Interface [chars] malformed TDP PIE

Explanation ATM tag control has received a malformed PIE from TDP. This condition does not affect system operation.

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

%TCATM-4-NEWVCINRANGE: VC created on [chars] in range reserved for TC-ATM (VPIs [int]-[int], VCIs [int]-[int])

Explanation A VC has been created with a VPI/VCI that is in the range configured for use by the ATM tag control. The ATM tag control will not be able to create a TVC with that VPI/VCI, and packets that are going to and coming from the corresponding address prefix will be dropped. The new VC might be on a primary interface or a subinterface.

Recommended Action Reconfigure the new VC so that it does not fall into the range reserved for ATM tag control, or reconfigure the reserved VPI/VCI range in the interface configuration to exclude the VPI/VCI of the new VC. Use the tag-switching atm vpi and the tag-switching atm vci-range commands to reconfigure the interface.

Error Message

%TCATM-4-NOTAGIP: Tag switching disabled on [chars]

Explanation Tag switching is not enabled on the specified interface. This condition will cause tag VCI requests and advertising to be rejected. This condition might also cause VCI requests that are at the upstream device to remain in a BIND_WAIT state until tag switching is reenabled on this interface.

Recommended Action Enable tag switching.

Error Message

%TCATM-4-OLDVCINRANGE: VC exists on [chars] in range reserved for TC-ATM (VPIs [int]-[int], VCIs [int]-[int])

Explanation A VC already exists with a VPI/VCI in the range configured for use by the ATM tag control. The ATM tag control will be unable to create a TVC with that VPI/VCI, and packets to or from the corresponding address prefix will be dropped. The existing VC may be on either the primary interface or a subinterface. This message is issued only once, even if there are multiple existing VCs in the reserved range.

Recommended Action Reconfigure the existing VCs so that they do not fall into the range reserved for ATM tag control, or use the tag-switching atm vpi and tag-switching atm vci-range interface configuration commands to reconfigure the reserved VPI/VCI range so that it excludes the VPI/VCIs of existing VCs.

Error Message

%TCATM-4-RESOURCE_LIMIT: VC resource exhausted on [chars]

Explanation The system has run out of VC resources for the specified interface. TVCs for some destination prefixes will not be established, and the result may be degraded network performance.

Recommended Action Check to ensure that the negotiated VPI range is sufficient to permit usage of the maximum number of TVCs available on the hardware. If the negotiated VPI range is sufficient, reconfigure the network so that fewer TVCs are required on this interface.

Error Message

%TCATM-4-XCONNECT_FAILED: [IP_address][IP_netmask] [chars] [chars] [chars], result: [chars], index: [int]

Explanation The system has run out of resources to set up a switch cross-connect for the interfaces specified in the error message. Tagged virtual circuits for some destination prefixes will not be established. This condition could possibly result in degraded network performance.

Recommended Action Check to make sure that the negotiated VPI range is sufficient to permit usage of the maximum number of tagged virtual circuits available on the hardware. If the negotiated VPI range is sufficient, reconfigure the network so that fewer TVCs are required on this interface.

Error Message

%TCATM-4-XCONNECT_REMOVE_FAILED: Remove XConnect API failed for [chars] [dec]/[dec] - [chars] [dec]/[dec]

Explanation Removal of a cross-connect has failed. The router will retry to remove the cross-connect, but Tag VCs may still exist for both the input and output legs of the cross-connect. This condition could result in problems for the TDP and LDP in reestablishing adjacencies.

Recommended Action Check the input and output ATM interfaces to verify that the Tag VCs for the specified cross-connect have been removed.

TCMSP Messages

Error Message

%TCMSP-3-CAPABILITYMISMATCH: voice port [chars]: call connection id [[hex] [hex] [hex] [hex]]

Explanation There was a capabilities mismatch between the two call legs. Capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

Recommended Action Check that the dial peer configuration is appropriate for the interface in question. Also check that configuration on the interface is correct.

Error Message

%TCMSP-3-DOCALLHISFAIL: tcmsp_do_call_history: [chars]

Explanation Allocate or insert an active TCMSP call record into call history list failed.

Recommended Action No action is required.

Error Message

%TCMSP-3-DSPALARM: DSP ID [hex]: status=[hex] message=[hex] text=[chars]

Explanation The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

Recommended Action Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TCMSP-3-DSP_TIMEOUT: DSP timeout on event [hex]: DSP ID=[hex]: [chars] (call mode=[dec])

Explanation Timeout on DSP response.

Recommended Action The DSP has been 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. If you still require

assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TCMSP-3-FSM_ERROR: [chars]

Explanation Internal Finite State Machine Error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TCMSP-3-MSGSNDFAIL: channel:[chars] DSP ID:[hex] Message ID:[hex]

Explanation A message could not be sent to the DSP. The call continued but may have experienced problems.

Recommended Action Verify that the DSP is still functioning properly by attempting to place a call on the affected voice port. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TCMSP-3-NOEVENT: no free event structure available from [chars] for DSP message

Explanation There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

Recommended Action Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

Error Message

%TCMSP-3-TCMSP_BLOCK: tcmsp_call_block allocate failed

Explanation RBTreeCreate failed.

Recommended Action Add more memory.

Error Message

```
%TCMSP-3-TCMSP_CALL_DISC_FAILED: TCMSP call disconnect failed. channel id [chars], ret [dec]
```

Explanation TCMSP call disconnect could not be successfully passed and it may result hung calls.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TCMSP-3-TCMSP_HAIRPINN: hairpin peer cdb does not exist, cdb [hex], dst_call_id [dec]
```

Explanation A hairpin call setup failed because the other call leg does not exist.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TCMSP-3-TCMSP_HAIRPIN_FAILED: Call hairpinning failed. cdb [hex], dst_cdb [hex], dst_call_id [dec]
```

Explanation A DSP-less call could not be hairpinned.

Recommended Action Under heavy traffic, this failure may happen because no TDM resources were available. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TCMSP-3-TCMSP_HAIRPIN_NOTPOSSIBLE: Call can't be hairpinned. cdb [hex], dst_cdb [hex], dst_call_id [dec]
```

Explanation A DSP-less call could not be hairpinned.

Recommended Action Check the dial-peer configuration.

Error Message

```
%TCMSP-4-FSM_BAD_EVENT: Invalid FSM Input on channel [chars]: state=[chars] event=[dec]
```

Explanation Internal state machine illegal input. This message represents an internal software fault and may manifest itself as dropped or hung calls.

Recommended Action If indication is coincident with dropped or hung calls, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

TCP Messages

The following are Transmission Control Protocol messages.

Error Message

```
%TCP-2-ACCEPT: Callback failed to accept connection from [chars]([dec]) to [chars]([dec]) -- discarding
```

Explanation An internal software error has occurred.

Recommended Action If the error 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

```
%TCP-2-BADQUEUE: Multiple entry for packet [hex]
```

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

%TCP-2-BADREFCNT: Tty[t-line]: Bad refcnt for packet [hex] during retransmit, [chars]:[dec] to [chars]:[dec], state [dec]

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

%TCP-2-BADTCBREFCNT: Bad TCB refcount: TCB [hex], refcnt [dec]

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

%TCP-2-BUFFER: Tty[t-line], buffering bug

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

%TCP-2-HALFCLOSE: Tty[t-line], tcp_putbyte() write disabled

Explanation TCP has received a packet from a user application after the connection was already half closed.

Recommended Action Determine which TCP application is still sending packets after the connection was half closed.

Error Message

%TCP-2-INVALIDTCB: Invalid TCB pointer: [hex]

Explanation An invalid TCB is being used.

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

%TCP-2-INVALIDTCPENCAPS: Invalid TCB encaps pointer: [hex]

Explanation This message occurs when the TCP driver code accesses the TCP encaps structure, which is already freed elsewhere in the code.

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

%TCP-2-NOTREADY: [chars] called but TCP not initialized

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

%TCP-2-PUTBYTE: Tty[t-line], tcp_putbyte() with blocking disabled

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

%TCP-3-BADMSS: Incorrect mss [dec] observed

Explanation MSS (Maximum Segment Size) became incorrect. TCP cannot guarantee further reliable operation for this connection.

Recommended Action If this message recurs, check the interface MTU and increase it accordingly. If doing this a few times does not help, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information. TDP Messages

Recommended Action The following are Tag Distribution Protocol messages.

Error Message

%TCP-3-FORKFAIL: Failed to start a process to negotiate options.

Explanation Failed to create a process to handle requests from client. It could be because of insufficient memory.

Recommended Action Free up some memory.

Error Message

%TCP-3-NOTFOUND: Connection info for ([IP_address]:[dec]) = ([IP_address]:[dec]) not found.

Explanation The TCP Intercept code was searching its database for information for a particular connection, but this information was not found.

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

%TCP-6-BADAUTH: [chars] MD5 digest from [chars]([dec]) to [chars]([dec])[chars] tableid - [dec]

Explanation The system received a TCP packet with an invalid MD5 authentication digest on a connection endpoint. The message ends with the string.

Recommended Action Determine why the source of the packet is not generating correct digests on the connection. This could be due to either misconfiguration or security weaknesses.

Error Message

%TCP-6-INTERCEPT: [chars], count ([dec]/[dec]) 1 min [dec]

Explanation The TCP Intercept code has changed state.

Recommended Action This message is for informational purposes, but it may indicate a security problem.

Error Message

%TCP-6-INTERCEPTHASH: Unable to allocate memory for TCP Intercept hash table

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TCP-6-MD5NOSPACE: Insufficient space for MD5 option

Explanation Insufficient space for MD5 option. This should not happen as MD5 option when requested needs to be honored and also given preference over other TCP options.

Recommended Action Try unconfiguring TCP options if any and check if this error message goes away. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. TDM Messages

Recommended Action The following are Time Division Multiplexing messages.

Error Message

%TCP-6-NOBUFF: TTY[t-line], no buffer available

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TCP-6-TOOBIG: Tty[t-line], too many bytes of options ([dec])

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

TDM Messages

Error Message

%TDM-1-TDM_INITFAIL: Slot [dec] TDM init failure: stream [dec], channel [dec], channel register [hex], control register [hex].

Explanation The specified TDM port could not be initialized. The error could be caused by a hardware failure.

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

%TDM-1-TDM_MB_INITFAIL: Motherboard TDM init failure: stream [dec], channel [dec], channel register [hex], control register [hex].

Explanation The specified TDM port on the system motherboard could not be initialized. The error could be caused by a hardware failure.

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

%TDM-3-TDM_BADUNIT: Slot [dec] bad board ID [hex] detected.

Explanation The specified board returned an ID that was not recognized by the Cisco IOS software. This error could be caused by a hardware failure or by software that predates the hardware.

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

%TDM-4-TDM_BAD_CONNECT: Bad connection requested: slot [dec], stream [dec], channel [dec] to slot [dec], stream [dec], channel [dec].

Explanation The TDM cross-connect request has been ignored. One of the devices either does not exist or is not configured properly for TDM.

Recommended Action Check the request for errors and ensure that the ports are configured correctly before reissuing the tdm-group command. Note that the type argument used in the tdm-group command applies only if the mode cas command has been enabled. If you are configuring cross-connectpass-through from UIO serial port 0 or 1 to a controller, the encapsulation clear-channel command must be configured on the serial port.

Error Message

%TDM-4-TDM_CLOCK_SYNC_SKIPPED: Slot [dec] TDM clock sync skipped.

Explanation The TDM clock synchronization for this DFC is skipped.

Recommended Action This is a debug message only. No action is required.

Error Message

%TDM-6-TDM_CLOCK_SYNC: TDM clock aligned with PLL output.

Explanation The TDM clock is forced to align with the PLL output.

Recommended Action No action is required.

Error Message

%TDM_CLOCK_SYNCHRONIZATION-4-TDMCLK_CHANGE: TDM frame clock source transitioned fromPriority [dec] [chars] [chars] to Priority [dec] [chars] [chars]

Explanation A change in the clock source has occurred.

Recommended Action No action is required.

Error Message

%TDM_CLOCK_SYNCHRONIZATION-4-TDMCLK_LOST_LOCK: TDM frame clock [chars] lost lock - clock source failed.

Explanation The clock source has failed.

Recommended Action If an alternate source is available, it will be used.

Error Message

%TDM_CLOCK_SYNCHRONIZATION-4-TDMCLK_STATE_CHG: TDM frame clock state change, state: [chars]

Explanation A clock state change has occurred.

Recommended Action This is a debug error message only. No action is required.

Error Message

%TDM_CLOCK_SYNCHRONIZATION-4-TDMCLK_STATE_ERR: TDM frame clock state error, state: [chars] event: [chars]

Explanation An invalid clock event has occurred.

Recommended Action No action is required. TDM_CONN Messages

Recommended Action The following are messages related to TDM connections in the system.

Error Message

%TDM_CONN-0-MALLOC_FAIL: Malloc Failure

Explanation A memory allocation failure has occurred.

Recommended Action Reboot the system. If the error message recurs, the system likely does not have enough memory to function. Upgrade to more memory. 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

%TDM_CONN-2-MT90863_TYPE: Conn type [dec] passed to setup/teardown a MT90863 conn is invalid

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TDM_CONN-3-BOUND_CHK: Bounds check failed for [chars] TDM stream/channel [dec]/[dec] in slot [dec]

Explanation An invalid stream or channel pair has been given to the TDM driver.

Recommended Action Check the connection parameters by performing the TDM connection setup and teardown process. 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

%TDM_CONN-3-COUNT_MISMATCH: Timeslot Count1 [dec] and Count2 [dec] are expected to be equal

Explanation A wrong TDM connection setup request has been given to the TDM driver.

Recommended Action Check the connection parameters by performing the TDM connection setup and teardown process. 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

%TDM_CONN-3-INTERNAL_ERR: [chars]

Explanation The TDM system has encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the show tech-support command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TDM_CONN-3-SETUP: Setup of a TDM connection [dec]/[dec] to [dec]/[dec] in slot [dec] failed

Explanation During the TDM connection setup process, an invalid source, destination stream, or channel pair has been passed.

Recommended Action Check the connection parameters by performing the TDM connection setup and teardown process. 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

%TDM_CONN-3-TEARDOWN: Teardown of a TDM connection [dec]/[dec] to [dec]/[dec] in slot [dec] failed

Explanation During a TDM connection and teardown process, it was discovered that the connection does not exist.

Recommended Action Check the connection parameters by performing the TDM connection setup and teardown process. 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

%TDM_CONN-4-EADI_CHECK: EADI Check passed for [dec] out of [dec] Timeslots

Explanation The TDM connections are kept active, even during a software reload. During the software reload process, some time-slots were present in the hardware, and some were not.

Recommended Action This is a transient condition, and recovery occurs automatically. 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

%TDM_CONN-4-EADI_CHECK2: EADI Check passed for [dec] out of [dec] Timeslots

Explanation The TDM connections are kept active, even during a software reload. During the software reload process, some time-slots were present in the hardware, and some were not.

Recommended Action This is a transient condition, and recovery occurs automatically. 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

```
%TDM_CONN-4-UNSUPPORTED: TDM connection from [dec]/[dec]/[dec] to  
[dec]/[dec]/[dec] is not supported
```

Explanation The requested TDM connection is not supported.

Recommended Action Review the product documentation to find the different types of TDM connections that are supported.

Error Message

```
%TDM_CONN-4-UNSUPPORTED_END: TDM connection to [dec]/[dec]/[dec] is not supported
```

Explanation The requested TDM connection is not supported.

Recommended Action Review the product documentation to find the different types of TDM connections that are supported.

TDP Messages

The following are Tag Distribution Protocol (TDP) messages.

Error Message

```
%TDP-3-BAD_ADDRESS_LEN: peer [chars]; address len [dec]
```

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an address with a bad length has been received from a peer.

Recommended Action This is an informational message. The system proceeds by ignoring the remainder of the PIE beyond the bad item. The partially processed PIE might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TDP-3-BAD_METRIC_LEN: peer [chars]; metric len [dec]
```

Explanation A TDP PIE containing an address list type that is unexpected for the situation has been received from a peer. The system proceeds by ignoring the PIE. Ignoring the PIE may cause the system to experience impaired or faulty tag switching with the peer.

Recommended Action Disable dynamic tag switching at the chassis level by entering the `no tag ip` command, waiting 15 to 20 seconds, and then reenabling dynamic tag switching by entering the `tag ip` command. 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

```
%TDP-3-BAD_MLIST_TYPE: peer [chars]; mlist_type [dec]; [chars] pie
```

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown metric list type or one that is unexpected for the situation has been received from a peer.

Recommended Action This is an informational message. The system proceeds by ignoring the PIE. This might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TDP-3-BAD_PIE: peer [chars]; unknown pie type [hex]
```

Explanation An unknown Tag Distribution Protocol (TDP) protocol information element (PIE) type has been received from a peer.

Recommended Action This is an informational message. The system proceeds by ignoring the PIE. This might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TDP-3-BAD_PREFIX_LEN: peer [chars]; prefix len [dec]

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing a destination prefix with a bad length has been received from a peer.

Recommended Action This is an informational message. The system proceeds by ignoring the remainder of the PIE beyond the bad item. The partially processed PIE might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TDP-3-CONSISTENCY: [chars]

Explanation An action attempted by the TDP has encountered an unexpected condition.

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

%TDP-3-GENERAL: [chars]

Explanation An action attempted by the TDP implementation 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

%TDP-3-KA_NOMEMORY: Can't alloc KA PIE

Explanation An attempt to allocate a buffer for a TDP keepalive PIE has failed.

Recommended Action The system will continue by omitting transmission of the TDP keepalive PIE. This error may result in the termination of one or more TDP sessions as the peers time out the sessions. If this message recurs, reduce other system activity if possible, and contact your Cisco technical service representative for assistance.

Error Message

%TDP-3-MALFORMED_PIE: peer [chars]; format error for pie type [hex]

Explanation A corrupted TDP PIE has been received from a TDP peer.

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

%TDP-3-PTCLREAD: peer [chars], read failure

Explanation An error has occurred during an attempt to read a TDP PDU that was received from a peer.

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

%TDP-3-SM: unexpected event: peer [IP_address]([chars]), state=[chars], event=[chars] [chars]

Explanation An operation on the state machine for a TDP peer 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

%TDP-3-TAGATM_BAD_RANGE: Interface [chars], Bad VPI/VCI range. Can't start a TDP session

Explanation The VPI range exchanged between the Tag Distribution Protocol peers is nonoverlapping.

Recommended Action The system will not be able to create a TDP session between the affected TDP peers. Reissue the tag-switching vpi command on the appropriate interface with the correct VPI range.

Error Message

%TDP-3-TAGATM_NOMEM: Interface [chars], Resource failure. Can't start a TDP session

Explanation An attempt to allocate a buffer for the TDP TAGATM VPI or VCI ranges has failed.

Recommended Action The system will not be able to create a TDP session between the affected TDP peers. If this message recurs, reduce other system activity if possible, and contact your Cisco technical service representative for assistance.

Error Message

```
%TDP-3-UNEXPECTED_ALIST_TYPE: peer [chars]; alist_type [dec]; [chars] pie
```

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an address list type that is unexpected for the situation has been received from a peer.

Recommended Action This is an informational message. The system proceeds by ignoring the PIE. This might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TDP-3-UNEXPECTED_BLIST_TYPE: peer [chars]; blist_type [dec]; [chars] pie
```

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing a binding list type that is unexpected for the situation has been received from a peer.

Recommended Action This is an informational message. The system proceeds by ignoring the PIE. This might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TDP-3-UNEXPECTED_PIE: peer [chars]; unexpected pie type [hex]
```

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) that is unexpected for the situation has been received from a peer.

Recommended Action This is an informational message. The system proceeds by ignoring the PIE. This might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case

with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TDP-3-UNKNOWN_ALIST_TYPE: peer [chars]; alist_type [dec]; [chars] pie
```

Explanation A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown address list type has been received from a peer.

Recommended Action This is an informational message. The system proceeds by ignoring the PIE. This might result in impaired or faulty tag switching with the peer. The situation might be corrected by disabling dynamic tag switching at the chassis level (**no tag ip**), waiting 15 to 20 seconds, and then re-enabling it (**tag ip**). In addition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TDP-3-UNKNOWN_BLIST_TYPE: peer [chars]; blist_type [dec]; [chars] pie
```

Explanation A TDP PIE containing an address list type that is unexpected for the situation has been received from a peer. The system proceeds by ignoring the PIE. Ignoring the PIE may cause the system to experience impaired or faulty tag switching with the peer.

Recommended Action Disable dynamic tag switching at the chassis level by entering the **no tag ip** command, waiting 15 to 20 seconds, and then reenabling dynamic tag switching by entering the **tag ip** command. 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

```
%TDP-4-HOPCOUNT_EXCEEDED: Peer = [chars] [chars] ([IP_address] [IP_netmask])  
Maxhop=[dec] hopcount=[dec] [chars]
```

Explanation This message appeared when the router signaled to establish an MPLS LSP or a tag switching TSP and, at that time, detected a transient loop in the path to the LSP destination. Normally, this is a transient condition.

Recommended Action If the LSP or TSP fails to come up, check that a path from MPLS ingress to MPLS egress exists with fewer hops than the maximum hops value configured in the **mpls ldp maxhops** command. If such a path exists, contact your Cisco technical support representative.

Error Message

```
%TDP-4-IDENT: cannot set [chars][chars] TDP ident
```

Explanation The TDP requires that each TDP instance have a TDP identifier. An attempt to set the TDP identifier for the shown VRF or TDP instance has failed.

Recommended Action This is an informational message only. At intervals, the system continues attempting to set its chassis TDP identifier until it is successful. If this message occurs repeatedly, 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

```
%TDP-4-LDP_SESSION_PARAM: Peer [chars]; [chars]
```

Explanation The session parameters proposed by an LDP peer differ from those preferred by the platform. The differences are not sufficient to prevent the LDP session from being established, but might have an impact on label distribution operation

Recommended Action If the parameters identified relate to the optional path vector-based loop detection mechanism, note that the IETF LDP specification recommends that when Loop Detection is enabled in a portion of a network, it is recommended that all LSRs in that portion of the network be configured with Loop Detection enabled and with the same path vector limit. If the parameters identified relate to some other aspect of the LDP session and the message occurs repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TDP-4-PATH_VEC: Peer = [chars] [chars] ([IP_address] [IP_netmask]) hopcount=[dec] [chars]
```

Explanation This message appears when LDP loop detection is configured. While signaling to establish an MPLS LSP, the loop detection function finds a transient loop in the path to the LSP destination. Normally, this is a transient condition.

Recommended Action If the LSP or TSP fails to come up, check that a path from the MPLS ingress to MPLS egress exists with fewer hops than the maximum hops value configured in the `mpls ldp maxhops` command. If such a path exists, report this problem to your Cisco technical service representative.

Error Message

```
%TDP-4-PTCL: peer [chars], [chars]
```

Explanation A violation of the TDP by a TDP peer has been detected.

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

```
%TDP-5-ACL: tag advertise-tags has no effect for tc-atm
```

Explanation The tag-switching advertise-tags configuration command has no effect for tag-controlled ATM interfaces. The purpose of the tag-switching advertise-tags command is to restrict the set of tags that are advertised, therefore restricting which packets are tagged. Its effect is to cause some packets that might otherwise be tagged to be sent untagged over tag-enabled interfaces. Because untagged packets typically cannot be forwarded at acceptable performance by the ATM switches within the cloud, the access controls configured by the tag-switching advertise-tags command are not supported for tag-controlled ATM interfaces.

Recommended Action No action is required.

Error Message

```
%TDP-5-ACL1: tag advertise-tags has no effect for tc-atm
```

Explanation The tag-switching advertise-tags configuration command has no effect for tag-controlled ATM interfaces. The purpose of the tag-switching advertise-tags command is to restrict the set of tags that are advertised, therefore restricting which packets are tagged. Its effect is to cause some packets that might otherwise be tagged to be sent untagged over tag-enabled interfaces. Because untagged packets typically cannot be forwarded at acceptable performance by the ATM switches within the cloud, the access controls configured by the tag-switching advertise-tags command are not supported for tag-controlled ATM interfaces.

Recommended Action No action is required.

Error Message

```
%TDP-5-INFO: [chars]
```

Explanation This is an informational message generated by the TDP implementation.

Recommended Action No action is required.

TEMUX84 Messages

Error Message

%TEMUX84-3-BSWAITERR: temux84 Byte-Sync indirect access failed, [chars]

Explanation The hardware busy bit has not been cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TEMUX84-3-RTTBWAITERR: temux84 RTTB indirect access failed, [chars]

Explanation The hardware busy bit has not been cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TEMUX84-3-SBIWAITERR: temux84 SBI indirect access failed, [chars]

Explanation The hardware busy bit has not been cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TEMUX84-3-T1E1WAITERR: temux84 T1E1 indirect access failed, [chars]
```

Explanation The hardware busy bit has not been cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TEMUX84-3-T3E3PMONERR: temux84 T3E3 PMON update failed, [chars]
```

Explanation The T3E3 PMON counter failed to latch.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

TENGIGE_LC Messages

The following are 10 Gigabit Ethernet line card messages.

Error Message

```
%TENGIGE_LC-3-INTF_CREATE_FAILED: Interface Create Failed : [chars]
```

Explanation Interface data structure creation or initialization has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-LASER_OK: 10GE Laser on [[dec]/[dec]] is ready for traffic !!

Explanation The laser has initialized and is ready to receive traffic.

Recommended Action No action is required. This message is informational only.

Error Message

%TENGIGE_LC-3-LASER_SOFT_START: Starting the 10GE trunk laser turn on procedures for: [dec], [dec]

Explanation The 10 Gigabit Ethernet transponder module is in the process of turning on the trunk laser.

Recommended Action No action is required. This message is informational only.

Error Message

%TENGIGE_LC-3-LASER_TEMP_ERR: Laser Temperature Alarm : [dec]/[dec]

Explanation Laser temperature error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-LASER_TEMP_WAIT: Waiting for the laser to reach the expected temperature level: [dec], [dec]

Explanation The 10 Gigabit Ethernet transponder module is waiting for the laser temperature to reach its expected temperature so that it can operate normally.

Recommended Action This message is informational only. No action is required.

Error Message

%TENGIGE_LC-3-LASER_TEMP_WARN: Warning: Laser Temperature low, (still enabling the laser) : [dec], [dec]

Explanation The laser temperature is still low. The laser is continuing to warm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%TENGIGE_LC-3-LASER_TX_POWER_ERR: Laser did not reach the expected power level...  
disabling now : [dec]/[dec]
```

Explanation Laser power error message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/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

```
%TENGIGE_LC-3-LASER_TX_POWER_WAIT: Waiting for the 10GE laser to reach steady  
power : [dec], [dec]
```

Explanation The 10 Gigabit Ethernet transponder module is waiting for the laser to reach steady power.

Recommended Action This message is informational only. No action is required.

Error Message

```
%TENGIGE_LC-3-MIB_TENGIGE_CDL_HEC_ETX_ALM: CDL HEC error count; [chars]
```

Explanation The error count for the CDL HEC has exceeded the maximum allowed 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_CETXE: Line Code Err count; [chars]

Explanation The 10 Gigabit Ethernet receiver detects a line code error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_LASER_FAILURE: Laser failure detected during soft-start procedures : [chars]

Explanation A laser failure has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_LOFLCK_ALM: Loss of Frame Lock; [chars]

Explanation A Gigabit Ethernet loss-of-synchronization error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_LOSYNC_ALM: Loss of Sync ; [chars]

Explanation The Gigabit Ethernet function has lost its synchronization.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_LSBIAS_ALM: Laser BIAS threshold exceeded alarm; laser is starting to die : [chars]

Explanation The laser bias has exceeded the alarm level.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_LSC_IND: Laser Safety Control mechanism kicked in : [chars]

Explanation A failure has caused the laser safety control feature to start.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_LSTMP_ALM: Laser exceeded the operating temperature threshold : [chars]

Explanation The laser temperature threshold exceeded

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_OVF_ALM: Transmit FIFO overflow : [chars]

Explanation A transmit FIFO overflow has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_RXLCK_ALM: Loss of Lock on Receive : [chars]

Explanation An ingress loss-of-synchronization alarm for the Rx function has been raised.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_RXLOP_ALM: Receive Loss Of Light : [chars]

Explanation A loss-of-light alarm for the Rx function has been raised.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pegi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_RXLOP_PALM: Trunk side Receive Loss Of Light Pre-Alarm : [chars]

Explanation An egress loss-of-light alarm for the Tx function has been raised.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_SF_ALM: Signal Failure : [chars]

Explanation Unavailable.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_SW_ALM: Autofailover switch failed to switch to the other branch

Explanation Because of a mechanical defect, the autofailover switch has failed to change to the other branch.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_TRUNK_CDL_HETX_PALM: Trunk side CDL HEC error count;
[chars]

Explanation The trunk-side CDL HEC error count has exceeded the prealarm 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_TRUNK_CDL_RFOF_IND: Trunk side CDL Drop FIFO OvrFL;
[chars]

Explanation The trunk side has detected that an excess of CDL messages are being dropped because of a FIFO overflow condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_TRUNK_CETXE_PALM: Trunk side Line Code err count;
[chars]

Explanation The trunk-side receive line code error count has exceeded the pre-alarm 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_TRUNK_LOFLCK_PALM: Trunk side Loss of Frame Lock Prealarm; [chars]

Explanation The trunk-side receive has lost synchronization and raises the pre-alarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_TRUNK_RX_LCK_PALM: Trunk side Loss of Lock Pre-Alarm: [chars]

Explanation The trunk-side receive has lost synchronization and is not receiving light; the system has switched to the other side.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-MIB_TENGIGE_TXLCK_ALM: Loss of Lock on Transmit : [chars]

Explanation The ingress has lost synchronization for the transmit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-3-MIB_TENGIGE_TXLOP_ALM: Transmit Loss Of Light : %s
```

Explanation Transmit Loss of Light.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-3-RDWRFAIL: Read/write failed : %s
```

Explanation A read/write error occurred when accessing the hardware

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-3-TENGIGE_CDL_HEC_ETX_ALM: [chars] side CDL HEC error count: [chars]
```

Explanation CDL HEC error count threshold exceeded

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_CDL_HEC_ETX_ALM_CLR: CLEARED : [chars] CDL HEC error count: [chars]

Explanation The CDL HEC error alarm has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_CETXE: [chars] side Line Code Err count: [chars]

Explanation The 10 Gigabit Ethernet Line Code error count exceeded the threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_CETXE_CLR: CLEARED : [chars] Line code Err count: [chars]

Explanation The line code error alarm is cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_FOV_IND: Trunk Receive splitter Hardware Autofailover occurred: [chars]

Explanation A hardware switchover has occurred on the splitter.

Recommended Action This message is informational only. No action is necessary.

Error Message

```
%TENGIGE_LC-3-TENGIGE_LOFLCK_ALM: [chars] side Loss of frame lock: [chars]
```

Explanation The 10 Gigabit Ethernet transponder module has a loss-of-synchronization error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%TENGIGE_LC-3-TENGIGE_LOFLCK_ALM_CLR: CLEARED : [chars] Loss of frame lock: [chars]
```

Explanation The loss-of-synchronization error has cleared.

Recommended Action This message is informational only. No action is necessary.

Error Message

```
%TENGIGE_LC-3-TENGIGE_LOSYNC_ALM: [chars] side Loss of Sync lock: [chars]
```

Explanation The 10 Gigabit Ethernet protocol monitor has detected a loss of synchronization lock.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-3-TENGIGE_LOSYNC_ALM_CLR: CLEARED : [chars] Loss of Sync lock: [chars]
```

Explanation The Gigabit Ethernet Loss of Synchronization alarm has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-3-TENGIGE_LSBIAS_ALM: [chars] Laser BIAS threshold exceeded alarm; laser is starting to die; [chars]
```

Explanation The 10 Gigabit Ethernet laser bias current has exceeded the maximum allowed 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-3-TENGIGE_LSBIAS_ALM_CLR: CLEARED : [chars] Laser BIAS threshold [chars]
```

Explanation The laser bias threshold alarm has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-3-TENGIGE_LSTMP_ALM: [chars] Laser exceeded the operating temperature threshold: [chars]
```

Explanation The 10 Gigabit Ethernet laser temperature has exceeded the maximum recommended operating temperature.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_LSTMP_ALM_CLR: CLEARED : [chars] Laser temperature threshold: [chars]

Explanation The laser temperature alarm has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_OVF_ALM: [chars] Transmit to Trunk FIFO overflow: [chars]

Explanation The Transmit FIFO has overflowed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_OVF_ALM_CLR: CLEARED : [chars] Transmit to Trunk FIFO overflow: [chars]

Explanation The Tx trunk buffer overflow alarm has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_RXLCK_ALM: [chars] Loss of Lock on Receive: [chars]

Explanation The 10 Gigabit Ethernet CDR unit cannot lock onto the incoming signal.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_RXLCK_ALM_CLR: CLEARED : [chars] Loss of Lock on Receive: [chars]

Explanation The loss lock has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_RXLOP_ALM: [chars] Receive Loss Of Light: [chars]

Explanation The 10 Gigabit Ethernet receiver detects a loss of light on the client side.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_RXLOP_ALM_CLR: CLEARED : [chars] Loss Of Light: [chars]

Explanation The loss-of-light alarm has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_SF_ALM: Signal Failure : [chars]

Explanation The 10 Gigabit Ethernet detects a loss of synchronization or loss of lock. Excessive attenuation can cause this error.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_SF_ALM_CLR: CLEARED : [chars] Signal Failure : [chars]

Explanation The signal failure alarm has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_SW_ALM: Autofailover switch failed to switch to the other branch: [chars]

Explanation The hardware switchover to the standby path has failed. This error could occur because of a bad switch on the line card motherboard.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_TRUNK_CDL_HETX_PALM: Trunk side CDL HEC error count: [chars]

Explanation The 10 Gigabit Ethernet transponder module detects a CDL HEC error.

Recommended Action Check receive power levels. Also check for dirty Rx fiber cables or connectors.

Error Message

%TENGIGE_LC-3-TENGIGE_TRUNK_CDL_RFOF_IND: Trunk side CDL Drop FIFO OvrFL: [chars]

Explanation A trunk transmit CDL buffer has overflowed.

Recommended Action This error condition could be temporary. If it persists, reset the card and verify that you have resolved the problem.

Error Message

%TENGIGE_LC-3-TENGIGE_TRUNK_CETXE_PALM: Trunk side Line Code err count: [chars]

Explanation The 10 Gigabit Ethernet transponder module detects a line code error.

Recommended Action Check for dirty Rx fiber cables or connectors. Also check the receive power levels.

Error Message

%TENGIGE_LC-3-TENGIGE_TRUNK_RX_LCK_PALM: Trunk side Loss of Lock Pre-Alarm: [chars]

Explanation The 10 Gigabit Ethernet CDR unit cannot lock to the incoming trunk signal.

Recommended Action Check for dirty cables or connectors on the trunk side, for excessive attenuation of the signal, and make sure that the OSNR is within the recommended range.

Error Message

%TENGIGE_LC-3-TENGIGE_TRUNK_RX_LOFLCK_PALM: Trunk side Loss of frame lock
Prealarm: [chars]

Explanation The 10 Gigabit Ethernet receiver cannot frame-lock to the outgoing signal.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TENGIGE_LC-3-TENGIGE_TRUNK_RX_PALM: Trunk side Loss of Light Pre-Alarm: [chars]

Explanation The 10 Gigabit Ethernet receiver detects a loss-of-light or power level below the configured low threshold on the previous active interface.

Recommended Action This message is informational only. No action is necessary.

Error Message

%TENGIGE_LC-3-TENGIGE_TRUNK_RX_SF_PALM: Trunk side Signal Failure Prealarm:
[chars]

Explanation The 10 Gigabit Ethernet receiver detects a loss of synchronization or loss of lock on the trunk Rx.

Recommended Action This message is informational only. No action is necessary.

Error Message

%TENGIGE_LC-3-TENGIGE_TXLCK_ALM: [chars] Loss of Lock on Transmit: [chars]

Explanation The 10 Gigabit Ethernet transponder detects a loss of lock on the transmit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_TXLCK_ALM_CLR: CLEARED : [chars] Loss of Lock on Transmit:
[chars]

Explanation The loss of lock on transmit error has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_TXLOP_ALM: [chars] Transmit Loss Of Light: [chars]

Explanation The 10 Gigabit Ethernet transponder detects a loss of light on the transmit.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-TENGIGE_TXLOP_ALM_CLR: CLEARED : [chars] Transmit Loss Of Light:
[chars]

Explanation The loss of light on transmit error has cleared.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-3-XPLTA2D: Err calculating xpolated value: [chars]

Explanation The physubcard or IDPROM pointer is NULL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. TI1570 Messages

Recommended Action The following are the PCI/TI1570-based ATM port adapter error messages.

Error Message

%TENGIGE_LC-6-LASER_DISABLED: Laser disabled as per user configuration
[[dec]/[dec]]

Explanation The laser has been disabled as specified by the user configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-LASER_DISABLED_BY_HW: Laser disabled as per laser safety
configuration [[dec]/[dec]]

Explanation The laser has been disabled as specified by the user configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-6-LASER_OK: Laser on [[dec]/[dec]] is ready for traffic !!
```

Explanation The laser has been disabled as specified by the user configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-6-LASER_SOFT_START: Starting the 10GE trunk laser turn on procedures for : [dec], [dec]
```

Explanation Starting the 10GE trunk laser turn on procedures

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TENGIGE_LC-6-LASER_TEMP_WAIT: Waiting for the laser to reach the expected temperature level : [dec]/[dec]
```

Explanation Laser temperature waiting message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-LASER_TX_POWER_WAIT: Waiting for the 10GE laser to reach steady power : [dec]/[dec]

Explanation The 10 Gigabit Ethernet transponder module is waiting for the laser to reach steady power.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-MIB_TENGIGE_LSC_IND: Laser Safety Control mechanism kicked in : %s

Explanation Due to some failure the LSC feature kicked in

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-MIB_TENGIGE_RXLOP_PALM: Trunk side Receive Loss Of Light Pre-Alarm : [chars]

Explanation An egress loss-of-light alarm for the Tx function has been raised.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-MIB_TENGIGE_TRUNK_CD_L_HETX_PALM: Trunk side CDL HEC error count;
[chars]

Explanation The trunk side CDL HEC error count threshold exceeded the Prealarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-MIB_TENGIGE_TRUNK_CD_L_RFOF_IND: Trunk side CDL Drop FIFO OvrFL
Prealarm; [chars]

Explanation The trunk side has detected that an excess of CDL messages are being dropped because of a FIFO overflow condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-MIB_TENGIGE_TRUNK_CETXE_PALM: Trunk side Line Code err count
Prealarm; [chars]

Explanation The trunk-side receive line code error count has exceeded the pre-alarm 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-MIB_TENGIGE_TRUNK_LOSYNC_PALM: Trunk side Loss of Sync Prealarm;
[chars]

Explanation The trunk lost its synchronization while it was receiving data.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-MIB_TENGIGE_TRUNK_RX_LCK_PALM: Trunk side Loss of Lock Pre-Alarm:
[chars]

Explanation The trunk-side receive has lost synchronization and is not receiving light; the system has switched to the other side.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-TENGIGE_FOV_IND: Trunk Receive splitter Hardware Autofailover
occured: [chars]

Explanation A hardware switchover has occurred on the splitter.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-TENGIGE_TRUNK_CDL_HETX_PALM: Trunk side CDL HEC error count: [chars]

Explanation The trunk side CDL HEC error count threshold has exceeded the Prealarm.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-TENGIGE_TRUNK_CDL_RFOF_IND: Trunk side CDL Drop FIFO OvrFL: [chars]

Explanation The trunk side has detected that an excess of CDL messages are being dropped because of a FIFO overflow condition.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-TENGIGE_TRUNK_CETXE_PALM: Trunk side Line Code err count: [chars]

Explanation The trunk-side receive line code error count has exceeded the pre-alarm 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. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-TENGIGE_TRUNK_RX_LCK_PALM: Trunk side Loss of Lock Pre-Alarm: [chars]

Explanation The trunk-side receive has lost synchronization and is not receiving light; the system has switched to the other side.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-TENGIGE_TRUNK_RX_LOSYNC_PALM: Trunk side Loss of Sync lock Prealarm: [chars]

Explanation The trunk lost its synchronization while it was receiving data.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-TENGIGE_TRUNK_RX_PALM: Trunk side Loss of Light Pre-Alarm: [chars]

Explanation The 10 Gigabit Ethernet receiver detects a loss-of-light or power level below the configured low threshold on the previous active interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TENGIGE_LC-6-TENGIGE_TRUNK_RX_SF_PALM: Trunk side Signal Failure Prealarm:
[chars]

Explanation The 10 Gigabit Ethernet receiver detects a loss of synchronization or loss of lock on the trunk Rx.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

TESTPA Messages

Error Message

%TESTPA-3-DMAERROR: bay [[dec]] dma error: [chars]

Explanation A DMA failure has occurred.

Recommended Action Ensure that the port adapter is properly seated in the bay.

Error Message

%TESTPA-3-INITFAIL: bay [[dec]] initialization failed: [chars]

Explanation The TestPA port adapter driver has failed to successfully initialize the hardware on the TestPA port adapter. The port adapter will be deactivated.

Recommended Action Ensure that the port adapter is properly seated in the bay.

Error Message

%TESTPA-3-NOTANALYZED: bay [[dec]] analyze failed

Explanation The TestPA port adapter driver has failed to successfully complete the necessary tasks for initial bringup of the port adapter. This error is usually caused by a shortage of memory. Previous messages in the log will indicate the exact reason for the failure. The port adapter will be deactivated.

Recommended Action Ensure that the port adapter is properly seated in the bay.

Error Message

```
%TESTPA-3-POWEREDOFF: bay [[dec]] powered off
```

Explanation The port adapter has been powered off. Other messages in the log will report the cause of this event.

Recommended Action If possible, correct any errors indicated by the other messages occurring at the time of this message. If this message persists, ensure that the port adapter is properly seated in the bay.

TFIB Messages

The following are Tag Forwarding Information Base (TFIB) messages.

Error Message

```
%TFIB-2-BADENCAPLEN: Invalid encaps length [dec], tag size [dec], at incoming tag [chars]
```

Explanation An unexpected operation on a TFIB entry for a recursive route has occurred, or an adjacency has an invalid MAC rewrite string. The system proceeds by not creating or updating a TFIB entry for this route. Packets that are tagged for this destination will be dropped or stripped of their tags.

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

```
%TFIB-2-CONSISTENCY: [chars]: [chars] [chars] [chars]
```

Explanation The MPLS TFIB implementation has encountered an unexpected condition.

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

```
%TFIB-2-INVALIDLIST: Invalid circular list for tags [chars] [chars]
```

Explanation The circular list of tag rewrites for the specified incoming tag has been corrupted. The system will proceed, but the list remains corrupted.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TFIB-2-MEMORY: No memory for [chars]

Explanation An operation on the TFIB has failed because of insufficient free memory.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%TFIB-2-NOCLEANUP: Could not create cleanup [chars]

Explanation The setup for the cleanup process or for the boolean has failed. Memory might be lost during RP cutover.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TFIB-2-NULLADJ: [chars]

Explanation An unexpected operation on the Tag Forwarding Information Base (TFIB) occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TFIB-3-MPLS_MTU_SET: [chars] [dec] [chars] [chars] [chars] [dec] [chars] [chars]

Explanation Configuring an MPLS MTU value greater than the interface MTU is not recommended. This configuration may cause data corruption or packet drops.

Recommended Action Configure the MPLS MTU to be less than or equal to the interface MTU.

Error Message

%TFIB-4-FIBCBLK: Missing MPLS Forwarding Information Base table for tableid [dec] during [chars] event

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TFIB-5-CLEAR_COUNTERS: Clear tagswitch forwarding counters by [chars]

Explanation The tagswitch forwarding counters have been cleared.

Recommended Action No action is required.

Error Message

%TFIB-7-INVALIDINDEX: Invalid index [dec] passed to TFIB for [IP_address][IP_netmask], CEF entry has [dec] paths

Explanation The system has detected an invalid index while performing an action on the TFIB. The system proceeds by not creating or updating a TFIB entry for this route. Packets that are tagged for this destination will be dropped or stripped of their tags.

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

%TFIB-7-INVALIDTAG: Invalid tag [chars] [chars]

Explanation An invalid tag was seen while performing an operation on the TFIB.

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

%TFIB-7-NONDB: Null ndb value passed to TFIB [chars]

Explanation An unexpected operation on the TFIB 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

%TFIB-7-NOPATH: No fib_path at index [dec] for [IP_address][IP_netmask]

Explanation An unexpected operation on the TFIB 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

%TFIB-7-NULLFIB: Programming error: NULL cef entry pointer passed to tfib code

Explanation An unexpected operation on the TFIB has occurred. The system proceeds by omitting the tag operation. This error may cause packets tagged for this destination to exhibit impaired or faulty behavior.

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

%TFIB-7-NULLPATH: NULL fib path value passed to TFIB

Explanation An unexpected operation on the TFIB has occurred. The system proceeds by omitting the tag operation. This error may cause packets tagged for this destination to exhibit impaired or faulty behavior.

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

%TFIB-7-NULLREWRITE: NULL tag rewrite pointer value passed to TFIB for deletion

Explanation An unexpected operation on the TFIB has occurred. The system proceeds by omitting the tag operation. This error may cause packets tagged for this destination to exhibit impaired or faulty behavior.

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

%TFIB-7-RESOLUTION: Temporarily unable to resolve TFIB loadinfo entry [dec] for [IP_address][IP_netmask], fib has [dec] paths

Explanation A temporary difference has occurred between the CEF database and the TFIB. This difference will be resolved later.

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

%TFIB-7-SCANSABORTED: TFIB scan not completing. [chars] [chars]

Explanation The periodic TFIB scan is being repeatedly aborted because of a problem such as an unresolved adjacency.

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

%TFIB-7-TAGALLOCERR: Error [dec] while allocating a label in TFIB.

Explanation An unexpected operation has occurred on the Tag Forwarding Information Base.

Recommended Action This is an informational message. The system proceeds by omitting the tag operation. This action may result in impaired or faulty behavior for tagged packets for this destination. 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

%TFIB-7-TFIBNOTINIT: Trying to access TFIB which is not initialized.

Explanation An unexpected operation has occurred on the Tag Forwarding Information Base.

Recommended Action This is an informational message. The system proceeds by omitting the tag operation. This action may result in impaired or faulty behavior for tagged packets for this destination. 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

%TFIB-7-UNEQUAL: Can't use path [dec] with labels in = [chars], out = [chars], for [chars] to [IP_address][IP_netmask] in table [dec], n.h [IP_address]

Explanation When attempting to set up the load balancing infrastructure for a prefix with unequal path weightings, MPLS has 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.

TFTP Messages

Error Message

%TFTP-7-GLEAN_DISABLED: ARP gleaning from TFTP has been disabled.

Explanation The ARP gleaning from TFTP has been disabled.

Recommended Action If you want ARP gleaning from TFTP, do ip arp gleaning tftp.

Error Message

%TGN_INFO-6-MSG: %s

Explanation

THERMO Messages

Error Message

%THERMO-1-INCORRECT_MAJOR_THRESH: Sensor [chars] returns major threshold of [dec] expected [dec]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%THERMO-1-INCORRECT_MINOR_THRESH: Sensor [chars] returns minor threshold of [dec] expected [dec]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%THERMO-1-READ_TEMP_FAILED: Failed to read temperature of [chars]

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%THERMO-1-TEMP_CRITICAL_ALARM: Temperature major alarm went off on [chars] at [dec] degree C

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%THERMO-1-TEMP_MAJOR_ALARM: Temperature major alarm went off on [chars] at [dec] degree C

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%THERMO-1-TEMP_MINOR_ALARM: Temperature minor alarm went off on [chars] at [dec] degree C

Explanation Unavailable.

Recommended Action Unavailable.

Error Message

%THERMO-1-TOO_COLD: Temperature of [chars] is too low: [dec] degree C

Explanation Unavailable.

Recommended Action Unavailable.

TI1570 Messages

Error Message

%TI1570-1-DEVICEINITFAIL: PCI configuration for [chars] in slot [dec]

Explanation The ATM Port Adapter failed to complete hardware initialization.

Recommended Action Reset the adapter. This should not be a recurring condition. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-1-IDBINITFAIL: [chars] for subunit [dec] in bay [dec]

Explanation The ATM Port Adapter failed to complete hardware initialization.

Recommended Action Reset the adapter. This should not be a recurring condition. If this 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-1-INITFAIL: [chars] [chars]

Explanation The ATM Port Adapter failed to complete hardware initialization. Details of the failure are shown in the error message.

Recommended Action Reset the adapter. This should not be a recurring condition. If this 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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-1-INVALIDCONFIG: VIP only supports one PA-A1 ATM LITE PA. The other PA bay must be emptied in order for the PA-A1 ATM LITE PA to function.

Explanation The bandwidth requirements of the installed port adapters exceed the rated capability of the processor.

Recommended Action Remove one of the port adapters or upgrade the VIP.

Error Message

%TI1570-1-PCIMEMNOTENOUGH: Only [hex] bytes of memory available for [chars]

Explanation The port adapter requires more PCI memory. The installed amount is less than what is required by the drivers for packet buffers.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TI1570-3-BLOCKCMDFAIL: [chars] block command (code [dec]) failed, error code [dec]

Explanation An internal hardware or software error has occurred.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

%TI1570-3-DISCOVER: Found [dec] out of [dec] devices (ID [hex]) in bay [dec]

Explanation The ATM-PCI Port Adapter software driver found fewer devices than it was configured to expect. This could mean that the missing one(s) failed to start and may have failed.

Recommended Action Try shutting off the power, re-seating the card, and rebooting. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TI1570-3-FAILSETUPVC: Interface [chars], Failed to setup vc [dec] (Cause: [chars])
```

Explanation A hardware failure in the ATM-PCI Port Adapter might have occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TI1570-3-FAILTEARDOWNVC: Interface [chars], Failed to down vc [dec] (Cause: [chars])
```

Explanation An ATM virtual circuit could not be shut down for the reason shown in the error message. An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TI1570-3-NOPCIMB: TI1570 unit [dec]: PCI mini buffer unavailable.
```

Explanation An internal hardware or software error has occurred.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%TI1570-3-NOPCIMEMORY: TI1570 unit [dec]: PCI memory unavailable.
```

Explanation The system experience memory exhaustion in the PCI/packet memory. This is probably due to heavy traffic congestion but could also be a software error.

Recommended Action Review the configuration for performance bottlenecks. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TI1570-3-NOSYSTEMORY: TI1570 unit [dec]: SYSTEM memory unavailable.
```

Explanation Memory exhaustion has occurred in the ATM-PCI Port Adapter driver.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%TI1570-3-NOTTI1570: Bay [dec] device ID seen as [hex], expected [hex]
```

Explanation The ATM-PCI port adapter driver could not recognize the interface chips.

Recommended Action Power down, reseal the interface card, and reboot. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-3-NOTXDESCSPACE: [chars] No tx buffer descriptor space in particle, data block [hex], data start [hex]

Explanation This message is probably caused by memory exhaustion. Memory could not be allocated by the driver for a packet.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%TI1570-3-PCI_PERROR: TI1570 unit [dec]: PCI parity error ([hex])

Explanation A parity error occurred on the PCI bus. This probably indicates an existing or developing hardware failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-3-PLXNOTFOUND: Bay [dec] device ID seen as [hex], expected #[hex]

Explanation The ATM-PCI Port Adapter driver found incorrect device IDs on the specified card. This could indicate either a hardware failure, or it may indicate that the Cisco IOS software must be upgraded to recognize newer hardware.

Recommended Action Power down, reseal the interface card, and reboot. Check if newer software is required for your hardware. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-3-RBDCORRUPT: TI1570: received corrupted shadow particle pointer

Explanation The ATM-PCI port adapter driver has experienced an internal error that was caused by a software or hardware failure.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-3-RXDMANOTINACT: RX DMA entry [hex] not going inactive

Explanation A DMA channel has failed to deactivate during the shutdown of a VC. This failure error could indicate either a hardware or a software failure.

Recommended Action 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

%TI1570-3-RXFREEZE: [chars] receive freeze [dec]

Explanation This message indicates that excessive traffic congestion on the ATM interface may have resulted in cell loss. The cell buffers of the PCI-ATM interface were full when a cell arrived on the interface, resulting in a receive freeze condition. A small number of freezes might not be a cause for concern.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-3-RX_HALT: TI1570 unit [dec]: Receive Channel Halt

Explanation A hardware failure involving the ATM-PCI port adapter has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-3-TXDATANOTALIGNED: [chars] tx buffer data start not aligned to 32 bit boundary, data block[hex], data start [hex]

Explanation An internal software error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-3-TXDMANOTFLUSHED: TX DMA not flushed

Explanation A transmit DMA channel failed to flush its buffers during the shutdown of an ATM interface. This failure error could indicate either a hardware or a software failure.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TI1570-3-TXFREEZE: [chars] transmit freeze [dec]

Explanation The PCI-ATM interface had to stop the transmitter while waiting for data. A small number of freezes might not be a cause for concern.

Explanation If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

representative and 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. TLV Messages

Explanation The following are the TLV messages.

Error Message

```
%TI1570-3-UNSUPPORTED: Interface [chars], [chars] not supported
```

Explanation An attempt was made to configure a rate queue on an ATM Lite port adapter that does not support rate queues.

Recommended Action Check the configuration and try again, avoiding unsupported features. TIB Messages

Recommended Action The following are Tag Information Base (TIB) messages.

Error Message

```
%TI1570-5-BADVCSETUP: ti1570_vc_setup failed. (vci [dec] of the last vpi [dec] exceeds (vc-per-vp - 3)).
```

Explanation The TI1570 chip reserves three RX DMA channels for OAM cells. As a result, the last three VCIs of the last VPI block cannot be used for regular traffic.

Recommended Action Avoid trying combinations of different VCIs and VPIs.

Error Message

```
%TI1570-7-FRAMERINT: TI1500 framer interrupt isr1 [hex], isr2 [hex], isr3 [hex]
```

Explanation The ATM-PCI port adapter driver has received and handled a framer interrupt.

Recommended Action No action is required.

TIB Messages

Error Message

```
%TIB-3-GENERAL: [chars]
```

Explanation An action attempted by the TIB implementation 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

%TIB-3-INIT: Cannot allocate TIB

Explanation During initialization for tag switching, an attempt to initialize the TIB failed. This error may be caused by insufficient memory.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TIB-3-LCLTAG: [IP_address]/[IP_address], [chars]; unexpected tag state=[dec]

Explanation An operation on the TIB involving a locally assigned (incoming) tag has failed. The system proceeds by omitting the tag operation. This error may cause packets tagged for this destination to exhibit impaired or faulty behavior.

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

%TIB-3-RADIXTREE: [IP_address]/[IP_address]; [chars]

Explanation An operation on the TIB data structure 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

%TIB-3-REMOTETAG: [IP_address]/[IP_address], peer [chars]; tag [dec]; [chars]

Explanation An operation on the TIB involving a tag assigned by a TDP peer has failed. The system proceeds by omitting the tag operation. This error may cause packets tagged for this destination to exhibit impaired or faulty behavior.

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

%TIB-3-SM: Unexpected event; state=[chars], event=[chars]

Explanation An operation on the TIB state machine 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

%TIB-3-TIBREVNUMWRAP: TIB revision number wrapped; toggling dynamic tag switching off and on to recover.

Explanation The TIB revision number used to manage advertisement of tags to TDP peers has overflowed. This error will result in tag distribution to TDP peers. The system recovers by toggling dynamic tag switching off and on, forcing the revision number to be reinitialized.

Recommended Action No action is required.

Error Message

%TIB-5-RELTAG: [IP_address]/[IP_address], peer [chars]; tag [dec]; Unexpected LDP label release; [chars]

Explanation An operation on the Tag Information Base involving a tag assigned by a TDP peer has failed.

Recommended Action This is an informational message. The system proceeds by omitting the tag operation. This will not result in impaired or faulty behavior for tagged packets for this destination.

Error Message

%TIB-5-WDRAWTAG: [IP_address]/[IP_address], tag [dec]; Withdrawn tag record has timed out.

Explanation A record associated with a withdrawn label timed out before acknowledgments had been received from all peers.

Recommended Action This is an informational message and will not affect system operation. The system will ignore any subsequently received release messages associated with the label.

TIDP Messages

Error Message

%TIDP-3-RESTART: Restarting TIDP due to unexpected error

Explanation An unexpected error has occurred in TIDP. TIDP has been restarted in an attempt to restore operation.

Recommended Action Enter the debug tidp errors and debug tidp events commands to gather data that may help identify the nature of the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%TIDP-4-AUTHFAIL: Message from [IP_address] failed authentication

Explanation The signature of a received message failed authentication. The message has been dropped.

Recommended Action Check the local and peer configurations and make sure that compatible authentication key sets are used.

Error Message

%TIDP-4-REPLAYMSG: Unexpected message from [IP_address] received

Explanation A message with a sequence number outside of the acceptable range was received and has been dropped. This was possibly a replay message.

Recommended Action Verify that the peer's hardware and configuration have not been altered. Verify connectivity to the peer. This is possibly an intrusion attack.

Error Message

%TIDP-4-SRCCHANGED: Address changed was being used by TIDP

Explanation The former address is TIDP's source address. TIDP cannot operate properly if the address is not local.

Recommended Action Restore the original IP address to original interface or new interface, or change TIDP's source address. TIGER Messages

Recommended Action The following are error-correcting code (ECC) and parity-related messages.

Error Message

%TIDP-5-BADMSG: Message from [IP_address] failed validation

Explanation A message has failed basic header and range check validation. The message has been dropped.

Recommended Action Check the local and peer configurations and make sure that compatible versions of TIDP and encryption keys are used.

Error Message

%TIDP-5-OVERSIZE: Oversized message received from [IP_address]

Explanation A larger than expected message was received and has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%TIDP-5-PEERSRCCHANGED: TIDP source address of the connection to peer [IP_address] is changed

Explanation TIDP source address changed. It can be due to DHCP renewal of IP or the user changed the IP address at the interface.

Recommended Action No action is required.

Error Message

%TIDP-5-REGFAIL: Failed to register to peer [IP_address], group [int]

Explanation Attempts to register with the specified peer have failed. Will continue to register after waiting for the configured maximum retry interval.

Recommended Action Verify connectivity to the peer and ensure that the configuration between peers is compatible.

Error Message

%TIDP-6-DUPLICATE: Duplicate message from [IP_address] received

Explanation A message was received that had the same sequence number as a previously received message. The message has been dropped.

Recommended Action No action is required.

TID_HA Messages

Error Message

%TID_HA-3-ISSUERR: %s %s

Explanation There was an error during an ISSU versioning operation

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TID_HA-3-ISSUERRCF: [chars] checkpoint code [dec]

Explanation There was an error during an ISSU versioning operation due to an error in the checkpoint facility.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TID_HA-3-ISSUERRSESS: Invalid session type ([dec])

Explanation Invalid session type.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TID_HA-3-ISSU_ERR: [chars]: [chars] [chars]

Explanation There was an error during an ISSU versioning operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TID_HA-3-RXFAIL1: %s

Explanation Error while receiving a tableid synchronization message

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TID_HA-3-RXFAIL2: %s, type %d, version %d, flags %x

Explanation Error while receiving a tableid synchronization message

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TID_HA-3-RXFAIL3: [chars] type [dec], version [dec], flags [hex], application [dec], action [dec], tableid [dec], name '[chars]'
```

Explanation Error while receiving a tableid synchronization message.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TID_HA-3-RXFAIL_TOPO: [chars] type [dec], version [dec], flags [hex], action [dec], topoid [hex], vrfid [hex], afi [dec], name '[chars]'
```

Explanation Error while receiving a topo add 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

```
%TID_HA-3-RXFAIL_TYPE: [chars] @[hex], type [dec], len [dec]
```

Explanation Unrecognized 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TID_HA-3-SYNCFAIL: %s
```

Explanation Internal tableid information may have not been synced to the standby unit correctly

Recommended Action Reload the standby unit. If the error condition persists, copy the error message exactly as it appears and contact your technical support representative

Error Message

```
%TID_HA-3-SYNCFAILCF: %s checkpoint code %d
```

Explanation Internal tableid information may have not been synced to the standby unit correctly due to an error in the checkpoint facility

Recommended Action Reload the standby unit. If the error condition persists, copy the error message exactly as it appears and contact your technical support representative.

Error Message

```
%TID_HA-3-TXFAIL: [chars], name '[chars]' tableid [dec] action [dec]
```

Explanation Failed to send internal tableid information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TID_HA-3-TXFAILCF: [chars], name '[chars]', tableid [dec], action [dec],  
checkpoint code [dec]
```

Explanation Failed to send internal tableid information due to an error in the checkpoint facility.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

TINY_FRAG_POLICER Messages

Recommended Action The following are Tiny Frag Policer messages.

Error Message

```
%TID_HA-7-ISSU_INFO: [chars]: [chars] [chars]
```

Explanation ISSU versioning operation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

TIGER Messages

The following are error-correcting code (ECC) and parity-related messages.

Error Message

```
%TIGER-2-MALLOC: Attempt to malloc [dec] bytes for the ECC error log failed. ECC errors will only be reported and not recorded.
```

Explanation Memory allocation for the ECC error log has failed.

Recommended Action Reduce other system activity to ease memory demands. If the system has 32Mb of memory, an upgrade is recommended. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message

```
%TIGER-2-MBE: Multiple bit error detected at [hex]
```

Explanation A multibit uncorrectable error has been detected on a CPU read from DRAM.

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

%TIGER-2-MBE_RMW: Multiple bit error detected at [hex] on a read-modify-write cycle

Explanation The system detected a multiple bit error that cannot be corrected. This error occurred during the non 8-byte access of the CPU read instruction that was part of a read-modify-write cycle from DRAM.

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

%TIGER-2-PARITY: Parity error on CPU write to address: [hex]

Explanation A parity error was detected by the Tiger during a CPU write 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

%TIGER-2-PARITY_INFO: Parity error was detected on the following byte(s) of a double word: [chars] [chars] [chars]

Explanation A 64-bit word contained invalid parity values that caused the Tiger ASIC to generate an interrupt. The message tells which bytes contained the invalid parity values.

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

%TIGER-3-BADADDR_MBE: Invalid MBE dram address: [hex] latched by Tiger

Explanation The address latched by the Tiger when detecting an MBE is not a valid DRAM address. The Tiger should not report this kind of error under its normal operating conditions. This error probably indicates that a malfunctioning Tiger needs to be replaced.

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

%TIGER-3-BADADDR_MBE_RMW: Invalid MBE dram address: [hex] latched by Tiger during a RMW cycle

Explanation The address latched by the Tiger when detecting an MBE during a read-modify-write cycle is not a valid DRAM address. The Tiger should not report this kind of error under its normal operating conditions. This error probably indicates that a malfunctioning Tiger needs to be replaced.

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

%TIGER-3-BADADDR_SBE: Invalid SBE dram address: [hex] latched by Tiger

Explanation The address latched by the Tiger when detecting a SBE is not a valid DRAM address. The Tiger should not report this kind of error under its normal operating conditions. This error probably indicates that a malfunctioning Tiger needs to be replaced.

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

%TIGER-3-BADADDR_SBE_RMW: Invalid SBE dram address: [hex] latched by Tiger during a RMW cycle

Explanation The address latched by the Tiger when detecting a SBE is not a valid DRAM address. The Tiger should not report this kind of error under its normal operating conditions. This error probably indicates that a malfunctioning Tiger needs to be replaced.

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

%TIGER-3-SBE: Single bit error detected and corrected at [hex]

Explanation A single-bit correctable error was detected on a read from DRAM.

Recommended Action Enter the show ecc command to view the single-bit errors that have been logged. 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

%TIGER-3-SBE_HARD: Single bit *hard* error detected at [hex]

Explanation A single-bit uncorrectable error (hard error) was detected on a CPU read from DRAM.

Recommended Action Enter the show ecc command to dump the single-bit errors that have been logged up to this point and to confirm the address locations for the detected hard errors. If this error recurs, replace the DRAM.

Error Message

%TIGER-3-SBE_LIMIT: Single bit error detected and corrected at [hex]

Explanation A single-bit correctable error was detected on a CPU read from DRAM.

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

%TIGER-3-SBE_RMW: Single bit error detected and corrected at [hex] on a read-modify-write cycle

Explanation The system detected a single-bit correctable error. This error occurred during the non 8-byte access of the CPU read instruction that was part of a read-modify-write cycle from DRAM

Recommended Action Enter the show ecc command to view the single-bit errors that have been logged. 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

%TIGER-3-SBE_RMW_HARD: Single bit *hard* error detected at [hex] on a read-modify-write cycle

Explanation A single-bit uncorrectable hard error was detected during a read-modify-write cycle on a CPU read from DRAM for a non 8-byte access. show ecc can be used to dump Single-bit errors logged thus far.

Recommended Action Monitor system through show ecc and replace DRAM if too many such errors occur.

Error Message

%TIGER-3-SBE_RMW_LIMIT: Single bit error detected and corrected at [hex] on a read-modify-write cycle

Explanation The system detected a single-bit correctable error. This error occurred during the non 8-byte access of the CPU read instruction that was part of a read-modify-write cycle from DRAM

Recommended Action Enter the show ecc command to view the single-bit errors that have been logged. 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

%TIGER-3-SYNDROME_MBE: 8-bit Syndrome for the detected Multi-bit error: [hex]

Explanation This message provides the 8-bit syndrome for detected multibit errors. This value does not indicate the exact positions of the bits in error but can be used to approximate their positions.

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

%TIGER-3-SYNDROME_SBE: 8-bit Syndrome for the detected Single-bit error: [hex]

Explanation This message provides the 8-bit syndrome for detected single-bit errors. This value does not indicate the exact positions of the bits in error but can be used to approximate their positions.

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

%TIGER-3-SYNDROME_SBE_LIMIT: 8-bit Syndrome for the detected Single-bit error: [hex]

Explanation This message provides the 8-bit syndrome for detected single-bit errors. This value does not indicate the exact positions of the bits in error but can be used to approximate their positions.

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.

TINY_FRAG_POLICER Messages

Error Message

%TINY_FRAG_POLICER-6-AGGREGATE_THRESHOLD_EXCEEDED: [dec] bps: it is recommended to reduce the hi threshold value

Explanation Fo1 packets hi threshold exceeded acceptable value.

Recommended Action Reduce per interface hi threshold values.

Error Message

%TINY_FRAG_POLICER-6-HI_THRESHOLD_EXCEEDED: [dec] bps: installing rate limiter for vlan [int] on interface [chars]

Explanation Fo1 packets hi threshold exceeded acceptable value.

Recommended Action This is an informational message. No action is required.

Error Message

%TINY_FRAG_POLICER-6-RATELIMITER_FAILED: could not [chars]install rate limiter for vlan [int] interface [chars]

Explanation Fo1 rate installer failed due to resource issues.

Recommended Action This is an informational message. No action is required.

Error Message

%TINY_FRAG_POLICER-6-RATELIMITER_REMOVED: : removing rate limiter for vlan [int] from interface [chars]

Explanation Fo1 packets dropped below lo threshold.

Recommended Action This is an informational message. No action is required.

TLV Messages

Error Message

%TLV-3-GET: Reading data type [dec]

Explanation An expected field in the TLV buffer is either missing or malformed.

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/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

%TLV-3-UPDATE: Unable to write type [dec]

Explanation An attempt to update a TLV entry has failed.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

TMCIPC Messages

The following are the TMCIPC messages.

Error Message

%TMCIPC-4-DUP: Received a duplicated IPC record for [chars] with seq #:[dec].

Explanation While retrieving information from the PXF processors through a packetized Inter-Processor Communication (IPC) scheme, a duplicate packet sequence number was detected. The sequence number in the current record is the same as the sequence number in the previous message. The duplicate packet is dropped. This message is normally due to retransmissions from the PXF processors when the Route Processor load is high.

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/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

%TMQ-3-NOTFOUND: TMQ, Attempt to delete entry not in queue

Explanation An attempt was made to delete an entry that was not in the queue.

Recommended Action No action is required.

Error Message

%TMS-2-PROCESS_ERR: Router could not create a TMS controller process

Explanation The router could not create a TMS controller process. This is a critical condition.

Recommended Action Reload the device.

Error Message

%TMS-4-BAD_PKT: [chars] | Group=[int] | Device=[IP_address] | Type=[dec] |
Flags=[dec]

Explanation The controller has received an invalid or unexpected packet from the consumer.

Recommended Action Check the specified consumer for the TMS protocol operation.

Error Message

%TMS-4-MSG_ERR: Unknown message event received

Explanation The TMS process has received an unknown message event.

Recommended Action If this message recurs, reload the device.

Error Message

%TMS-4-PROCESS_STOP: PROCESS=[chars] | ACTION=[chars].

Explanation This message indicates that the specified process is stopped.

Recommended Action Reload the device.

Error Message

%TMS-4-UNKN_EVENT_ERR: UNKNOWN Event for Event=[dec].

Explanation This is an unknown message for the TMS controller process.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TMS-4-UNKN_PROCESS_ERR: An unknown operational error occurred.

Explanation The EOU process cannot operate due to an internal system error.

Recommended Action Reload the device.

Error Message

%TMS-4-UNKN_TIMER_ERR: An unknown Timer operational error occurred

Explanation The TMS process cannot operate due to an internal system error.

Recommended Action Reload the device. TN Messages

Recommended Action The following are Telnet messages.

Error Message

%TMS-6-CONSUMER_CLEAR: [chars]

Explanation This messages informs that the consumer has cleared all the statistics.

Recommended Action Informational message only. No action is required.

Error Message

%TMS-6-CONSUMER_STATE: [chars] [chars]

Explanation This messages informs that the TMS consumer is configured or unconfigured

Recommended Action Informational message only. No action is required.

Error Message

%TMS-6-DEVICE: [chars] | Group=[int] | Host=[IP_address] | Status=[chars]

Explanation A consumer is registered or deregistered on the specified group.

Recommended Action Informational message only. No action is required.

Error Message

%TMS-6-GROUP: [chars] | Group=[int] | Host=[IP_address] | Status=[chars]

Explanation A group has been configured or unconfigured on the specified host.

Recommended Action Informational message only. No action is required.

Error Message

%TMS-6-RESET: [chars] | Group=[int] | Device=[IP_address] | Action=[chars] | Start TID=[dec] | End TID=[dec]

Explanation The controller has sent a reset request for an action to a specific consumer or a group.

Recommended Action Informational message only. No action is required.

Error Message

%TMS-6-STATUS: [chars] | Group=[int] | Device=[IP_address] | Start TID=[dec] | End TID=[dec]

Explanation The controller has sent a status request to a specific consumer or a group.

Recommended Action Informational message only. No action is required.

Error Message

%TMS-6-THREAT: [chars] | Group=[int] | Device=[IP_address] | TID=[dec]

Explanation The controller has sent a threat message to a specific consumer or a group.

Recommended Action Informational message only. No action is required.

Error Message

%TMS-6-THREATSTATUS: [chars] | Group=[int] | Device=[IP_address] | Threat=[dec] | Status=[chars]

Explanation This messages informs the status of a threat on a consumer in the specified group

Recommended Action Informational message only. No action is required.

TN Messages

The following are Telnet messages.

Error Message

```
%TN-2-BADCONN: Bad conn pointer [hex] closing all connections on terminal line [dec]
```

Explanation An internal software error has occurred.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TN-2-BADLOGIN: Bad login string pointer [hex]
```

Explanation An internal software error has occurred.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%TN-3-BADCONNNOTTY: Bad conn pointer [hex] is NULL
```

Explanation An internal software error has occurred.

Recommended Action If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TN-3-BADINPKTPTR: Current input packet in TCB [hex] is NULL

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. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. TOASTER_CP Messages

Recommended Action The following are Toaster CoProcessor messages.

Error Message

%TN-3-BADSTATE: Illegal state [dec]

Explanation An internal software error has occurred.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TN-3-READLINE: Unknown return code [dec] from telnet_readline()

Explanation An internal software error has occurred.

Recommended Action If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information. TOASTER_IPC Messages

Recommended Action The following are Toaster Interprocess Communication (IPC) messages.

Error Message

%TN3270-2-INP_OVF1: Input Buffer overflow

Explanation A problem in relating to the TN3270 protocol has occurred. Data without a TN3270 end-of-packet indicator was received, causing the TN3270 buffer to overflow.

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. TN3270S Messages

Recommended Action The following messages relate to the TN3270 server terminal emulation feature of the Channel Interface Processor (CIP) card.

Error Message

%TN3270S-0-ILLEGAL_CCMutex_RELEASE: Releasing unacquired semaphore,lock_held [hex] lock_value [hex] ccMutex tcb [hex] thread tcb [hex]

Explanation An exclusive lock is being released illegally by an executing thread. The lock is held either by no one or by some other thread.

Recommended Action Reload the CIP. Since this problem is very serious, the error might recur. In any case, send the output of this message and tasks on the CIP console to your Cisco technical support representative. Also send information about your configuration and any action required to reproduce this problem.

Error Message

%TN3270S-1-ADJUST_POOL_FAILED: A TN3270 server related buffer pool could not be adjusted

Explanation The size of an important buffer pool could not be increased. This error is due to either insufficient memory on the board or an internal code error.

Recommended Action This error is most probably due to insufficient memory. Upgrade your board with additional memory. If you believe there is sufficient memory, it is possible that there is a memory leak. Report details of your configuration, output of the show controller cxbus command, and any action needed to reproduce this problem to your Cisco technical support representative.

Error Message

%TN3270S-1-CREATE_MUXWAIT_FAILED: A TN3270 server related semaphore could not be created.

Explanation An important semaphore could not be created. This failure is due to either memory shortage or some internal code error.

Recommended Action This error is most probably due to insufficient memory. Upgrade your board with additional memory. If you believe there is sufficient memory, it is possible that there is a memory leak. Report details of your configuration, output of the show controller cxbus command, and any action needed to reproduce this problem to your Cisco technical support representative.

Error Message

%TN3270S-1-CREATE_POOL_FAILED: A TN3270 server related buffer pool could not be created.

Explanation An important buffer pool could not be created. This failure is due to either memory shortage or some internal code error.

Recommended Action This error is most probably due to insufficient memory. Upgrade your board with additional memory. If you believe there is sufficient memory, it is possible that there is a memory leak. Report details of your configuration, output of the show controller cxbus command, and any action needed to reproduce this problem to your Cisco technical support representative.

Error Message

%TN3270S-1-CREATE_THREAD_FAILED: A TN3270 server related thread could not be started

Explanation An important thread could not be created. This failure is due to either a memory shortage or some internal code error.

Recommended Action This error is most probably due to insufficient memory. Upgrade your board with additional memory. If you believe there is sufficient memory, it is possible that there is a memory leak. Report details of your configuration, output of the show controller cxbus command, and any action needed to reproduce this problem to your Cisco technical support representative.

Error Message

%TN3270S-1-DNS_NAIL_LOOKUP_FAILED: A connection attempt from client ([chars]) was refused because its DNS name could not be obtained, error code = [dec].

Explanation The TN3270 server had to do a DNS lookup because Inverse DNS Nailing is configured, but the lookup failed. Since the TN3270 server could not be determined if the client is nailed, the client was disconnected.

Recommended Action Configure a DNS server or remove the Inverse DNS Nailing configuration.

Error Message

%TN3270S-1-DNS_NAIL_NOT_FOUND: Deletion of the Client Name ([chars]) LU Nailing first ([dec]) to last ([dec]) failed because the configuration was not found.

Explanation The deletion of the Client IP LU nailing command has failed because the configuration could not be found.

Recommended Action No action is required.

Error Message

%TN3270S-1-DNS_NAIL_NO_SERVER: A connection attempt from client ([chars]) was refused because a DNS server is not configured.

Explanation The TN3270 server had to do a DNS lookup because Inverse DNS Nailing is configured, but the lookup failed. Since it could not be determined if the client is nailed, it was disconnected.

Recommended Action Configure a DNS server or remove the Inverse DNS Nailing configuration.

Error Message

%TN3270S-1-DNS_NAIL_QUERY_TIMED_OUT: A connection attempt from client ([chars]) was refused because no response was received from the DNS server.

Explanation The TN3270 server had to do a DNS lookup because Inverse DNS Nailing is configured, but the lookup failed. Since it could not be determined if the client is nailed, it was disconnected.

Recommended Action Verify that the DNS server is operating correctly.

Error Message

%TN3270S-1-DNS_NAIL_QUEUE_ERROR: An internal queueing error occurred, error code = [dec].

Explanation The TN3270 server had to do a DNS lookup because Inverse DNS Nailing is configured, but the response could not be matched with an outstanding query. An internal program logic 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

%TN3270S-1-DNS_NAIL_SERVER_UNREACHABLE: A connection attempt from client ([chars]) was refused because the DNS server is unreachable.

Explanation The TN3270 server had to do a DNS lookup because Inverse DNS Nailing is configured, but the lookup failed. Since it could not be determined if the client is nailed, it was disconnected.

Recommended Action Troubleshoot the route to the DNS server.

Error Message

%TN3270S-1-LISTENFAIL: Listening on [hex] [dec] Failed; err [dec]

Explanation An attempt was made to bring up a PU, but listening on the corresponding TCP/IP port could not be started.

Recommended Action Ensure that there is sufficient memory on the CIP card. If insufficient memory is not the problem, report this message to your Cisco technical support representative.

Error Message

```
%TN3270S-1-LU_ERROR: lu error [chars]: [chars]:[dec] pu:[hex], tnet:[hex]
```

Explanation An unexpected event was presented to the LU named by the LOCADDR and PU. The error may cause the TN3270 session to work improperly. More detail on this error is contained in the LU_ERROR_INFO messages immediately following this 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

```
%TN3270S-1-LU_ERROR_INFO: LU info: Event [chars], state = [hex], snaState = [hex],  
flag = [hex]
```

Explanation An internal software error has occurred. This message provides information about LU state, history, and flags that were present before the error 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

```
%TN3270S-1-LU_NO_BUFFER: No buffer for lu: [chars]
```

Explanation Some preallocated LU buffer space for transmissions has run out. The transmission of the message is aborted. The LU session is left incomplete. In addition, the LU session could hang.

Recommended Action Use show commands to find out as much about the LU state as possible and report the findings to your Cisco technical support representative.

Error Message

```
%TN3270S-1-MEMORY_SHORTAGE: Insufficient memory on board; failed to allocate [dec]  
bytes
```

Explanation Memory could not be allocated for an important operation.

Recommended Action Upgrade your board with additional memory. If you believe there is sufficient memory, it is possible that there is a memory leak. Report details of your configuration, output of the show controller cxbus command, and any action needed to reproduce this problem to your Cisco technical support representative.

Error Message

%TN3270S-1-NAIL_NOT_FOUND: Deletion of the Client IP ([chars]) LU Nailing first ([dec]) to last ([dec]) failed because the configuration was not found.

Explanation Deletion of the Client IP LU nailing command has failed because the command could not be found.

Recommended Action No action is required.

Error Message

%TN3270S-1-NO_EVENT_BUFS: No IPC sysmgt event buffers for at least one minute

Explanation The TN3270 server has events that will result in SNMP traps and SNA alerts, but it has not been able to allocate IPC buffer resources to report the events to the router system code. The TN3270 server will continue to try to report these events, but lack of buffers may continue until reload of the CIP microcode.

Recommended Action Report this problem to your Cisco technical representative. Include output from the following commands: show ipc status, show ipc queue, show ipc ports, show ipc nodes, show controller cbus, and show version As a workaround, reload the CIP microcode.

Error Message

%TN3270S-1-NO_LU_MEMORY: No memory on the CIP was available for completing a requested TN3270 LU session

Explanation The memory available to the TN3270 server is insufficient to complete one or more requests by TN3270/E clients for LU sessions. The sessions have been disconnected.

Recommended Action Review the memory required to run the TN3270 server application in light of the current client load. Install additional memory if necessary.

Error Message

%TN3270S-1-NO_NAIL_MEMORY: Insufficient memory available on the cip for Client IP LU Nailing

Explanation Insufficient memory is available to process the Client IP LU nailing command on the CIP.

Recommended Action No action is required.

Error Message

%TN3270S-1-NegRsp_NO_CORRELATOR: TN3270E negative response correlation:
[chars].[dec], client IP addr [chars],nextSqn=[dec],rspSqn=[dec]

Explanation A TN3270E client has sent a negative response to a TN3270 request sent previously by the server. The negative response does not have a sequence number that can be correlated to a TN3270 request sent by the server.

Recommended Action Determine the DLOGMOD used for the session. Review the outbound pacing bits used for this session and ensure that the pacing value is no bigger than 4. If the problem persists, contact the client software vendor and file a problem report.

Error Message

%TN3270S-1-POOL_NOT_FOUND: Could not find the Pool [chars]

Explanation The search routines could not find this pool in the AVL tree. This message is usually the consequence of another problem. This is an indication of an internal program logic error.

Recommended Action It is important to report this problem to your Cisco technical support representative, because it reflects an internal program logic error.

Error Message

%TN3270S-1-PROFILE_NOT_FOUND: Could not find the Profile [chars]

Explanation The search routines could not find this profile in the AVL tree. This message is usually the consequence of another problem. This is an indication of an internal program logic error.

Recommended Action It is important to report this problem to your Cisco technical support representative because it reflects an internal program logic error.

Error Message

%TN3270S-1-RESOURCE_POOL_NOT_FOUND: Could not find the ResourceCB associated with the Pool [chars]

Explanation The ResourceCB associated with the pool could not be found. This message is usually the consequence of another problem. This is an indication of an internal program logic error.

Recommended Action It is important to report this problem to your Cisco technical support representative because it reflects an internal program logic error.

Error Message

%TN3270S-1-RP_PU_CONFLICT: RP & &; CIP hold conflicting PU name([chars]) or index([dec])

Explanation The RP has requested action (update or delete) on a PU resource from the CIP TN3270 server that is stale or incorrect.

Recommended Action Reload the CIP microcode. If the problem recurs, run the following commands before reloading the CIP microcode (! for each CIP in router): show ext chan /2 tn3270, show controllers cbus wr t. Report all findings to your Cisco technical support representative.

Error Message

%TN3270S-1-RP_RTGROUP_CONFLICT: RP & &; CIP hold conflicting Response Time Group name([chars])

Explanation The RP has requested action (update or delete) on a Response Time Group resource from the CIP TN3270 server that is stale or incorrect.

Recommended Action Reload the CIP microcode. If the problem recurs, run the following commands before reloading the CIP microcode (! for each CIP in router): show ext chan /2 tn3270, show controllers cbus wr t. Report all findings to your Cisco technical support representative.

Error Message

%TN3270S-1-SNA_BAD_SEQUENCE: LU-LU session bad sequence number, lu [chars].[dec] expected snf = [dec], current snf = [dec]

Explanation An unexpected LU-LU session sequence has been received. The LU was presented to the LU named by the LOCADDR and PU. The error will cause a negative response of sense code X2001 to be sent to the host.

Recommended Action Examine the SSCP host VTAM console for the status of the specified LU. Get a trace output for the specified LU and report this problem to your Cisco technical support representative.

Error Message

%TN3270S-1-SNA_BAD_WSF: LU-LU session [chars].[dec] WSF data is illegal

Explanation A WSF 3270DS write with an invalid data length has been received.

Recommended Action Examine what application in the host sends this WSF, and report this problem to your Cisco technical representative.

Error Message

```
%TN3270S-1-SNA_NO_PU_RESPONSE: PU [chars] locaddr [dec] does not get a response in 30 seconds
```

Explanation A PU had sent a request to the host but did not receive a response within the 30-second time limit.

Recommended Action Check to see if the PU is still in an active or busy state. Verify that the VTAM can talk to the PU. Check the LLC2 connection.

Error Message

```
%TN3270S-1-STARTUP_RACE: InitTimerService Failed;Previous timer service still up
```

Explanation An attempt to restart the TN3270 server occurred before the previous shutdown could be completed.

Recommended Action If this problem is due to quick restart of TN3270 server, try again to start the TN3270 server. 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. Also send information about your configuration, output of the show controller cxbus command, and any action required to reproduce this problem.

Error Message

```
%TN3270S-1-START_FAIL: Failed to start Tn3270-server
```

Explanation The TN3270 server failed to start correctly and is now not running. The immediately preceding messages point to the cause of the failure.

Recommended Action Review the previous messages to discover what caused the start failure, and take action based on those messages.

Error Message

```
%TN3270S-2-LOW_MEM: Insufficient memory for TN3270 server, [dec] KBytes available, [dec] required
```

Explanation Insufficient memory is preventing proper operation of the TN3270 server.

Recommended Action Make sure there is enough memory available. Upgrade the memory on board or cancel other services running on the CIP. If you believe there is sufficient memory, it is possible that there is a memory leak. Report details of your configuration, output of the show controller cxbus command, and any action needed to reproduce this problem to your Cisco technical support representative.

Error Message

%TN3270S-2-TELNETINITFAIL: Initialization of TN3270 server Failed

Explanation Initialization of the Telnet component of the TN3270 server has failed.

Recommended Action This error is most probably caused by inadequate memory on the CIP card. If the memory on the CIP card is not the problem, report this message to your Cisco technical support representative.

Error Message

%TN3270S-3-NO_ADAPTIVE_SNA_BUFFERS: SNA buffer pool depleted: buffers: [dec], max lus: [dec]

Explanation The SNA buffer pool has been depleted. This pool has been grown dynamically but has reached the maximum allocation based on the configured maximum LUs.

Recommended Action Verify that the configured maximum LUs does not exceed recommended CIP memory. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the show logging and show tech-support commands and your pertinent troubleshooting logs.

Error Message

%TN3270S-3-NO_BIND_REQ_RCVD: No BIND REQ received on LU [chars].[dec]

Explanation Either a BIND REQUEST or SSCP-LU data was expected (but not received) from the host within 30 seconds of the start of the SSCP-LU session for this TN3270 session. If this condition persists for another two minutes, the LU is declared bad. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening point are in use.

Recommended Action Examine the SSCP host VTAM console for the status of the specified PU and LU. Review VTAM console log output for relevant events, such as deactivation of the PU or LU. If, after VTAM console review, the cause is still unknown, report this error to your Cisco technical support representative. A temporary workaround is to simply recycle the affected LU at the VTAM console. This will put the LU back into normal circulation.

Error Message

%TN3270S-3-NO_DYN_ACTLU_REQ_RCVD: No ACTLU REQ received on LU [chars].[dec]

Explanation The host has not sent an ACTLU REQUEST within 30 seconds of sending a Reply-PSID RSP. If this condition persists for another two minutes, the TN3270 session currently connected to the LU is disconnected. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening point are in use.

Recommended Action Examine the SSCP host VTAM console for the status of the specified PU and LU. Review the VTAM console log output for relevant events, such as deactivation of the PU or LU. If, after VTAM console review, the cause is still unknown, report this error to your Cisco technical support representative. As a temporary workaround, recycle the affected LU at the VTAM console. This action will put the LU back into normal circulation.

Error Message

%TN3270S-3-NO_NOTIFY_AV_RSP_RCVD: No NOTIFY(available) RSP received on LU [chars].[dec]

Explanation No response to a power-on (available) notify request was received by the TN3270 server within 30 seconds of sending it to the host. If this condition persists for another two minutes, the current TN3270 session connected to the LU will be disconnected. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening point are in use.

Recommended Action Examine the SSCP host VTAM console for the status of the specified PU and LU. Review the VTAM console log output for relevant events, such as deactivation of the PU or LU. If, after VTAM console review, the cause is still unknown, report this error to your Cisco technical support representative. As a temporary workaround, recycle the affected LU at the VTAM console. This action will put the LU back into normal circulation.

Error Message

%TN3270S-3-NO_NOTIFY_UA_RSP_RCVD: No NOTIFY(UA) RSP received on LU [chars].[dec]

Explanation No response to a power-off (unavailable) notify request was received by the TN3270 server within 30 seconds of sending it to the host. If this condition persists for another two minutes, the current TN3270 session connected to the LU will be disconnected. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening-point are in use.

Recommended Action Examine the SSCP host VTAM console for the status of the specified PU and LU. Review the VTAM console log output for relevant events, such as deactivation of the PU or LU. If, after VTAM console review, the cause is still unknown, report this error to your Cisco technical support representative. As a temporary workaround, recycle the affected LU at the VTAM console. This action will put the LU back into normal circulation.

Error Message

%TN3270S-3-NO_PSID_RSP_RCVD: No NMVT Reply PSID received on LU [chars].[dec]

Explanation No response to a reply PSID was received by the TN3270 server within 30 seconds of sending it to the host. This fault can occur only on dynamic LUs that have been misconfigured or deactivated at the host. If this condition persists for another two minutes, the current TN3270 session

connected to the LU will be disconnected. Bad dynamic LUs are placed in a special area where no attempt to reuse them is made until all other generic-pool LUs of the IP listening have been exhausted.

Recommended Action Check the status of the LU through the VTAM, and vary the LU active if appropriate. This action must happen within two minutes of the time this message appears; otherwise, the LU is placed in the bad LU area and will not be reused unless all good LUs are in use. Examine the host VTAM log for trouble. In particular, look for messages indicating a badly configured LUGROUP resource definition or file. Fix the configuration and recycle the affected major nodes.

Error Message

%TN3270S-3-NO_SDT_REQ_RCVD: No SDT REQ received on LU [chars].[dec]

Explanation No SDT (Start Data Transfer) REQ was received by the TN3270 server from the PLU host for the specified LU. If the condition persists for another two minutes, the LU is declared bad. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening point are in use.

Recommended Action Examine the SSCP host VTAM console for the status of the specified PU and LU. Review the VTAM console log output for relevant events, such as deactivation of the PU or LU. If, after VTAM console review, the cause is still unknown, report this error to your Cisco technical support representative. As a temporary workaround, recycle the affected LU at the VTAM console. This action will put the LU back into normal circulation.

Error Message

%TN3270S-3-NO_SDT_TMARK_RCVD: No SDT TIMING-MARK received on LU [chars].[dec]

Explanation No SDT (Start Data Transfer) TIMING-MARK response was received by the TN3270 server from the TN3270 client software for the specified TN3270 session. If this condition persists for another two minutes, the LU will be declared bad. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening point are in use.

Recommended Action Some TN3270 clients may not fully handle the TN3270 RFCs. Enable the client-side trace to figure out what the client is failing on. Replace the failing client software with software from the list of TN3270 software types that are known to work with the TN3270 server (see your Cisco technical support representative for this). If the problem persists, report this error to your Cisco technical support representative.

Error Message

%TN3270S-3-NO_TERMSELF_RSP_RCVD: No TERMSELF RSP received on LU [chars].[dec]

Explanation No response to a TERMSELF request was received by the TN3270 server within 30 seconds of sending the request to the host. If this condition persists for another two minutes, the current TN3270 session connected to the LU will be disconnected. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening point are in use.

Recommended Action Examine the SSCP host VTAM console for the status of the specified PU and LU. Review the VTAM console log output for relevant events, such as deactivation of the PU or LU. If, after VTAM console review, the cause is still unknown, report this error to your Cisco technical support representative. As a temporary workaround, recycle the affected LU at the VTAM console. This action will put the LU back into normal circulation.

Error Message

%TN3270S-3-NO_UNBIND_RSP_RCVD: No UNBIND RSP received on LU [chars].[dec]

Explanation No response to an UNBIND request was received by the TN3270 server within 30 seconds of sending the request to the host. If this condition persists for another two minutes, the current TN3270 session connected to the LU will be disconnected. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening point are in use.

Recommended Action Examine the SSCP host VTAM console for the status of the specified PU and LU. Review the VTAM console log output for relevant events, such as deactivation of the PU or LU. If, after VTAM console review, the cause is still unknown, report this error to your Cisco technical support representative. As a temporary workaround, recycle the affected LU at the VTAM console. This action will put the LU back into normal circulation.

Error Message

%TN3270S-3-NO_UNBIND_TMARK_RCVD: No UNBIND-time TIMING-MARK received from client for LU [chars].[dec]

Explanation No UNBIND TIMING-MARK response was received by TN3270 server from the TN3270 client software for the specified TN3270 session. If this condition persists for another two minutes, the LU will be declared bad. Bad dynamic LUs will not be reused until all good dynamic LUs associated with the IP listening point are in use.

Recommended Action Some TN3270 clients may not fully handle the TN3270 RFCs. Enable the client-side trace to figure out what the client is failing on. Replace the failing client software with software from the list of TN3270 software types that are known to work with TN3270 server (see your Cisco technical representative for this). If the problem persists, report this error to your Cisco technical support representative.

Error Message

%TN3270S-4-BAD_MAX_LUS_CFG: Could not change maximum LUs to [dec]

Explanation The TN3270 server could not change the maximum number of LUs to the requested value. The previous number is still in use.

Recommended Action Review the previous messages to discover what caused the failure, and take action based on those messages.

Error Message

%TN3270S-4-DDDLU_NOT_SUPPORTED: Host does not support dddlu at IP addr [chars], port [dec]

Explanation The TN3270 server cannot complete one or more connection requests from a TN3270/E client because the host does not support DDDLU.

Recommended Action Check that all PUs configured for use with DDDLU have the LUGROUP operand defined. Also check that the specified VTAM LUGROUP major node is active.

Error Message

%TN3270S-4-FUNC_NEGOT_LOOP: Client [chars]:[dec] in loop on TN3270E function negotiation [dec].

Explanation The client software is not behaving as specified by the RFC requirements.

Recommended Action Try to locate the TN3270 client that caused the problem. There could be a bug in the client.

Error Message

%TN3270S-4-ILLEGAL_SUBOPTION: Client [chars]:[dec] sent Telnet suboption [dec] illegally.

Explanation The TN3270 client software is not behaving as specified by the RFC requirements.

Recommended Action Try to locate the TN3270 client that caused the problem. There could be a bug in the client.

Error Message

%TN3270S-4-NO_LU_SESSIONS: Client session [chars]:[dec] requested a generic LU from IP [chars]:[dec], but no LU is available.

Explanation The TN3270 server cannot complete one or more connection requests from a TN3270/E client because there are no more available LUs left in the generic pool associated with the specified IP listening-point address.

Recommended Action Review the LU requirements for endpoints of this application. Configure additional PUs listening at the specified IP address and port number.

Error Message

%TN3270S-4-SESSION_NEGOT_TIME_EXPIRED: A client session from [chars]:[dec] failed to negotiate TN3270/TN3270E.

Explanation A Telnet session that failed to negotiate TN3270/TN3270E within a specified time period has been disconnected. There could be a bug in the client, or it could be a transient network problem.

Recommended Action Try to locate the TN3270 client that caused the problem.

Error Message

%TN3270S-4-SO_SNDBUF_FAILED: TNSetBindParam:SO_SNDBUF setsockopt for session failed sendSize [dec] err [dec]

Explanation An internal error occurred during the setting of the transmit window size for a TCP session. The session is using the default window size.

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. Also send information about your configuration, output of the show controller cxbus command, and any action required to reproduce this problem.

Error Message

%TN3270S-4-TN3270_CONFIG_INCOMPATIBLE: IOS sub-codepoint [dec] with length [dec] not understood

Explanation The TN3270 server has received a configuration command from the Cisco IOS software that the CIP does not recognize; some functionality may not be implemented.

Recommended Action Ensure that the Cisco IOS software version is compatible with the version of software running on the CIP.

Error Message

%TN3270S-4-TOO_MANY_HOST_WRITES: Client on PU [dec]:locaddr [dec] ip [chars]:[dec] is being disconnected;Check outbound LU pacing.

Explanation The TN3270 client is being disconnected. This could either be a transient network problem or an internal error in the server.

Recommended Action Ensure that LU outbound pacing is configured. If that is correct, try to locate the TN3270 client that caused the problem. There could be bug in the client. Also try to get a Telnet trace of the session by reproducing the problem. Report this error to your Cisco technical support representative.

Error Message

%TN3270S-6-AVL_INSERT_FAILED: An AVL Insert failed in [chars]

Explanation An attempt to add information to the AVL tree has failed. This is an indication of an internal program logic error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TN3270S-6-BADCIRCBUF: CopyCmd failure. bufsize=[dec],Length=[dec],Index=[dec],
CircBuf=
[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

Explanation A Copy Command call has failed because a write operation calculated a buffer length of zero. The session for which the write was intended will be terminated. An internal program logic error has occurred.

Recommended Action It is important to report this problem to your Cisco technical support representative because it reflects an internal program logic error.

Error Message

%TN3270S-6-BADTIMER: Bad timer
operation([dec]),ra=[hex],funcPtr=[hex],oldFuncPtr=[hex]

Explanation A bad timer operation was detected and aborted. The rest of the information given is useful only to developers to debug the problem. Such bad-timer occurrences are usually harmless but are reported because they may accompany a more serious problem.

Recommended Action It is important to report this problem to your Cisco technical support representative because it reflects an internal program logic error.

Error Message

%TN3270S-6-CONFLICTING_LU_SEEDS: The lu-seed conflicts with the lu-seed of [chars]

Explanation The LU-seed is generating illegally duplicated LU names. For example, lu-seed ABC### and lu-seed ABC1## both generate LU name ABC101. The current PU definition has been rejected.

Recommended Action Use another LU-seed to define the current PU.

Error Message

%TN3270S-6-INVALID_RESOURCE_LENGTH: Resource name length [chars] is greater than 8 bytes

Explanation The resource name has a length greater than the prescribed maximum length, which is 8 bytes. This is an indication of an internal program logic error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TN3270S-6-LU_THRESHOLD: Warning: TN3270 sessions are at [dec]% of maximum-lus

Explanation The number of LU sessions is approaching the configured limit.

Recommended Action No action is required.

Error Message

%TN3270S-6-NON_E_IPADDR_ELEMENT_NOT_FOUND: Deletion of the tn-parameter IP ([chars]) value ([dec]) command failed because the configuration was not found.

Explanation Deletion of the tn-parameter command has failed because the command could not be found. This is an indication of an internal program logic error.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%TN3270S-6-NOESSSHNDL: TN negotiation complete, but no handle for session [dec].

Explanation The TN negotiation complete routine was called, but no LU has been assigned to the session (socket). The session will be terminated. A bad-timer operation was detected and aborted. The rest of the information is useful only to developers to debug the problem. Such bad-timer occurrences are usually harmless, but are reported because they may accompany a more serious problem.

Recommended Action It is important to report this problem to your Cisco technical support representative because it reflects an internal program logic error.

Error Message

%TN3270S-6-NOWRBUFR: Allocation failed for TCP write buffer, session [dec], [dec] supposedly on queue.

Explanation A CopyCmd or MsgQueRemoveFirst call failed to produce a memory buffer for a TCP write operation. However, prior checks had shown available buffers on the free queue. The session for which the write was intended will be terminated.

Recommended Action It is important to report this problem to your Cisco technical support representative because it reflects an internal program logic error.

Error Message

%TN3270S-6-PARAMETERINIT: An Invalid parameter registry code [dec]

Explanation During the TN3270 initialization, the supported tn-parameter codes have registered a routine. This routine will be used to process the configuration command. In this case an incorrect code was used. This is an indication of an internal program logic error.

Recommended Action It is important to report this problem to your Cisco technical support representative because it reflects an internal program logic error.

Error Message

%TN3270S-6-START_OK: Starting Tn3270-server

Explanation The TN3270 server subsystem has been brought up.

Recommended Action No action is required.

Error Message

%TN3270S-6-STOPPING: Stopping Tn3270-server

Explanation The TN3270 server subsystem has been shut down.

Recommended Action No action is required.

Error Message

%TN3270S-6-TOOBIG: [dec] byte IP datagram exceeds TN3270 Server receive buffer limit

Explanation The router has sent an IP datagram to the TN3270 server IP address that is larger than the maximum size of 4096. The IP datagram has been dropped.

Recommended Action No action is required.

Error Message

%TN3270S-6-UNSUPPORTED_FUNCTIONALITY: The requested functionality is not currently supported

Explanation This functionality is not currently supported.

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

%TN3270S-6-UNSUPPORTED_LU_DELETION_OPTION: The LU Deletion Option is not supported.

Explanation The LU deletion option is not supported by this version of the CIP.

Recommended Action Ensure that the Cisco IOS software and CIP versions match. TOASTER_IPC Messages

Recommended Action The following are Toaster Interprocess Communication (IPC) messages.

Error Message

%TN3270S-7-UNKNOWN_SNA_MSG: Unknown message for PU [chars], data: [chars]

Explanation An SNA message from the host is invalid.

Recommended Action If it only happens once, this could a transient problem caused by a high volume of network activity. Record the message for later reference. If the error persists, ensure that the host is configured correctly.

TOASTER_CP Messages

The following are Toaster Interprocess Communication messages.

Error Message

%TOASTER_CP-3-EREVENT: [chars] at [chars]:[dec]

Explanation Failed NULL pointer or function return code check during sanity tests.

Recommended Action Follow the instructions, if any, provided in the message text. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TOASTER_CP-6-OUT_OF_RESOURCES: [chars] cannot utilize Co-Processor. Co-Processor limited to [dec] interfaces.

Explanation The PXF Co-Processor can only perform a hardware assist function on the number of interfaces displayed in the error message.

Recommended Action No action is required.

TOASTER_IPC Messages

The following are Toaster Interprocess Communication messages.

Error Message

%TOASTER_IPC-3-BAD_TIMEOUT: Invalid timeout parameter ([dec]ms is [dec]).

Explanation Timeout parameter passed in 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TOASTER_IPC-3-NO_RES: Could not allocate resource: [chars]

Explanation The named resource could not be allocated, possibly at 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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TOASTER_IPC-3-NO_STATE: Attempt to pass a bad message to the Toaster.

Explanation A null pointer or a bad message buffer was detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TOASTER_IPC-3-STILL_BLOCKED: Unexpected state while blocked, waiting for IPC response.

Explanation The process waiting for an IPC response was awakened but the blocked flag was still set.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%TOASTER_IPC-3-TOO_LONG: Invalid message length.

Explanation Requested message TT_IPC_MESSAGE_MAX_SIZE.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

