



Troubleshooting and System Messages

This appendix describes how to troubleshoot the CSM and system messages.

Troubleshooting

When a CSM is out of service, the module still replies to ARP requests but will not reply to pings.

System Messages

This section lists the system log (syslog) messages supported in the CSM.

For Cisco IOS software, the message logs contain the warning level with this syntax:

`CSM_SLB_level-code`

Table B-1 lists the level codes.

Table B-1 Error Message Level Codes

| Message Level | Code |
|---------------|--|
| LOG_EMERG | 0 /* system is unusable */ |
| LOG_ALERT | 1 /* action must be taken immediately */ |
| LOG_CRIT | 2 /* critical conditions */ |
| LOG_ERR | 3 /* error conditions */ |
| LOG_WARNING | 4 /* warning conditions */ |
| LOG_NOTICE | 5 /* normal but signification condition */ |
| LOG_INFO | 6 /* informational */ |
| LOG_DEBUG | 7 /* debug-level messages */ |

Error Message CSM_SLB-3-IDB_ERROR Unknown error occurred while configuring IDB

Explanation The MFSC could not create the internal interfaces for the CSM.

Recommended Action Either this version of the MFSC or the IDPROM were incorrectly programmed. Reprogram the MFSC or the IDPROM.

Error Message CSM_SLB-3-OUTOFMEM Module [dec] memory error

Explanation This is a general memory problem of the control module. The memory problem may lead to more serious operational problems in the CSM if it persists.

Recommended Action Run a memory check, or increase the memory size.

Error Message CSM_SLB-3-PORTCHANNEL Portchannel allocation failed for module [dec]

Explanation This problem occurs when there are more CSM modules inserted into the chassis than were configured or when the slot number where the module was inserted was higher than anticipated.

Recommended Action Move the CSM module to a lower slot number to resolve the problem.

Error Message CSM_SLB-3-RELOAD Module [dec] configuration reload failed

Explanation The MSFC could not reload the existing configuration into the CSM module that came online. The cause of the problem may be the CLI error checking of the CSM.

Recommended Action Check the status of the CSM module such as diagnostic failure or version mismatch.

Error Message CSM_SLB-3-UNEXPECTED Module [dec] unexpected error
 CSM_SLB-3-REDUNDANCY Module [dec] FT error
 CSM_SLB-4-REDUNDANCY_WARN Module [dec] FT warning
 CSM_SLB-6-REDUNDANCY_INFO Module %d FT info
 CSM_SLB-3-ERROR Module [dec] error
 CSM_SLB-4-WARNING Module [dec] warning
 CSM_SLB-6-INFO Module [dec] info

Explanation These messages are generic headlines for error or warning messages. Additional details are located in the information string.

Recommended Action None.

Error Message CSM_SLB-3-VERMISMATCH Module [dec] image version mismatch

Explanation This is a version mismatch between MFSC and the CSM code. This condition occurs only with the MFSC software releases before the Release 12.1(8)EX or CSM software releases before the 2.1(1) release.

Recommended Action Upgrade or downgrade the MFSC release to match the CSM release to allow the CSM to come online.

Error Message CSM_SLB-4-ARPCONFIG Module [dec] ARP configuration error

Explanation There is an error in creating or removing static ARP configuration.

Recommended Action Recheck your ARP configuration.

Error Message CSM_SLB-4-ERRPARSING Module [dec] configuration warning
SLB-REGEX: Syntactic error in regular expression <x>.
SLB-REGEX: Parse error in regular expression <x>.

Explanation These are the syntax error-checking messages for the URL, cookie, or header regular expression matching.

Recommended Action Check the input matching strings.

Error Message CSM_SLB-4-INVALIDID Module [dec] invalid ID
CSM_SLB-4-DUPLICATEID Module [dec] duplicate ID

Explanation These are error-checking messages between two modules when one module is calling another module.

Recommended Action Check errors at the CLI level, which should prevent these errors from appearing.

Error Message CSM_SLB-4-PROBECONFIG Module [dec] probe configuration error

Explanation The CSM does not have enough memory to support the specified probe configuration.

Recommended Action Remove some of the probes from the server farm.

Error Message CSM_SLB-4-REGEXMEM Module [dec] regular expression memory error
SLB-LCSC: Error detected while downloading URL configuration for vserver %s.
SLB-LCSC: Error detected while downloading COOKIE policy map for vserver <x>.
SLB-LCSC: Error detected while downloading COOKIE <x> for vserver <x>.
SLB-LCSC: There was an error downloading the configuration to hardware
SLB-LCSC: due to insufficient memory. Use the 'show ip slb memory'
SLB-LCSC: command to gather information about memory usage.

Explanation These errors may occur if you configured complex URL, cookie, or header matching expressions. The CSM has a limited amount of space to compute the matching strings. Currently, the limit of 10 keywords (for example, "name*") are allowed per virtual server.

Recommended Action Combine (or remove) the expression strings to work around this problem.

Error Message CSM_SLB-4-TOPOLOGY Module [dec] warning

Explanation The CSM is detecting a "bridge loop" in the network.

Recommended Action Check the bridging device and the bridge-mode configurations of multiple CSMs located in the network.

Error Message CSM_SLB-4-VERWILDCARD Received CSM-SLB module version wildcard on slot

Explanation The CSM sends this message when you enter a debug command on the CSM console to work around the image version mismatch condition described in the previous error message.

Recommended Action This error is a debug condition only.

Error Message SLB-DIAG: WatchDog task not responding.
SLB-DIAG: Fatal Diagnostic Error %x, Info %x.
SLB-DIAG: Diagnostic Warning %x, Info %x.

Explanation Various diagnostic problems were encountered during the board boot procedure.

Recommended Action Check for a CSM hardware failure or corrupted software in the Flash memory.

Error Message SLB-FT: Heartbeat intervals are not identical between ft pair.
SLB-FT: heartbeat interval is identical again
SLB-FT: The configurations are not identical between the members of the fault tolerant pair.

Explanation These errors occur as a result of a misconfiguration between two redundant CSM modules.

Recommended Action Check the fault-tolerant configuration attributes and the real server and server farm configurations.

Error Message SLB-FT: Standby is not monitoring active now.

Explanation This problem is the result of a version mismatch of the fault-tolerance protocol between two versions of the CSM. The standby CSM stays as standby and does not take over as active if the primary CSM fails. The CSM does not support hitless (HA) upgrades in this situation.

Recommended Action Make sure that the fault-tolerance protocol versions match.