



## System Messages

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This appendix provides the list of system log messages supported in the SSL Services Module.

**Error Message** STE-2-IPC\_HEALTH\_PROBE: [chars]

**Explanation** This message indicates that the system did not receive a health probe response from the specified modules.

**Recommended Action** No action is required. The system resets itself automatically. If you continue to see this message after the system resets itself, contact your Cisco technical support representative.

**Error Message** STE-2-IPC\_HEALTH\_PROBE\_HEAD: The following modules failed to respond to a health probe.

**Explanation** This message indicates that the system did not receive a health probe response from the specified modules.

**Recommended Action** No action is required. The system resets itself automatically. If you continue to see this message after the system resets itself, contact your Cisco technical support representative.

**Error Message** STE-2-IPC\_HEALTH\_PROBE\_TAIL: Declaring the module dead.

**Explanation** This message indicates that the system did not receive a health probe response from the specified modules.

**Recommended Action** No action is required. The system resets itself automatically. If you continue to see this message after the system resets itself, contact your Cisco technical support representative.

**Error Message** STE-3-APP\_IPC\_STATUS\_FAILED: Module (APP) got a response with status failed.

**Explanation** This message indicates that the module could not process the inter-process communications (IPC) message.

**Recommended Action** If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

**Error Message** STE-3-CRYPTO\_IPC\_FAILED: Failed to send IPC message to SSL Processor:  
[chars] [dec]

**Explanation** This message indicates that the cryptographic module encountered an error when sending an IPC message to one or more SSL processors.

**Recommended Action** Cancel and reenter the 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** STE-3-FDU\_IPC\_BUFFER\_ALLOC\_FAILED: Module (FDU) failed to get a buffer to send a IPC message.

**Explanation** This message indicates that the system failed to allocate a buffer to send IPC messages.

**Recommended Action** If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, reboot the module.

**Error Message** STE-3-IPC\_BUFFER\_ALLOC\_FAILED: Module (IPC) failed to get a buffer to send a IPC message.

**Explanation** This message indicates that the module is in a transient state or that a command failed.

**Recommended Action** If this message is related to the CLI, reenter the command. If this situation affects the functionality of the module, contact your Cisco technical support representative.

**Error Message** STE-3-IPC\_INVALID\_MID: IPC received a message with a invalid destination module id [dec]

**Explanation** This message indicates that a source module ID is not registered to receive IPC messages.

**Recommended Action** If this situation affects the functionality of the module, contact your Cisco technical support representative.

**Error Message** STE-3-IPC\_INVALID\_TYPE: IPC received a message with a invalid type [dec]

**Explanation** This message indicates that the system might have received a message that was not intended for it.

**Recommended Action** If this situation affects the functionality of the module, contact your Cisco technical support representative.

**Error Message** STE-3-IPC\_NULL\_RECEIVE\_METHOD: IPC module received a message with NULL callback.

**Explanation** This message indicates that IPC received a message that does not have a valid callback set for it.

**Recommended Action** If this situation affects the functionality of the module, contact your Cisco technical support representative.

**Error Message** STE-3-IPC\_NULL\_RECEIVE\_QUEUE: IPC module received a message with method QUEUE but queue is NULL.

**Explanation** This message indicates that IPC received a message that does not have a valid queue set for it.

**Recommended Action** If this situation affects the functionality of the module, contact your Cisco technical support representative.

**Error Message** STE-3-IPC\_SEND\_FOR\_DATE\_FAILED: Module (IPC) failed to send a IPC message to get date and time.

**Explanation** This message indicates that the daughter card is unable to synchronize with the clock on the supervisor engine because of a failure in the control channel. This situation sometimes occurs during bootup.

**Recommended Action** Set the clock manually by entering the **set clock** command.

**Error Message** STE-3-PKI\_CERT\_INSTALL\_FAILED: Failed to install a certificate chain, trustpoint: [chars], proxy service: [chars], index: [dec]

**Explanation** This message indicates that the public key infrastructure (PKI) module failed to install a certificate chain for the specified proxy service. This error might be due to an unsupported key type or size.

**Recommended Action** Check the configuration and state of the key pair associated with the trustpoint assigned to the specified proxy service. Correct the key type or size, and reenroll the certificate. Remove the trustpoint assigned to the proxy service, and reassign it. 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** STE-3-PKI\_CERT\_ROLLOVER\_FAILED: The process of rolling over the certificate without the sudden loss of services has failed for the proxy service [chars], trustpoint [chars]

**Explanation** This message indicates that the rollover process cannot be completed because of an error that was encountered when installing the new certificate. This error might be due to an unsupported key type or size.

**Recommended Action** Check the current configuration and state of the key pair associated with the trustpoint assigned for the proxy service. Correct the key type or size, and reenroll the certificate. Remove the trustpoint assigned to the service, and reassign it. Enter the **show ssl-proxy service** command to display information about keys and certificates associated with the proxy service.

**Error Message** STE-3-PKI\_INVALID\_IPC\_MSG: Invalid PKI IPC messages: [chars]

**Explanation** This message indicates that the public key infrastructure module received an invalid IPC message.

**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** STE-3-PKI\_IPC\_FAILED: Failed to send IPC message to SSL Processor: [chars] [chars] [dec]

**Explanation** This message indicates that the public key infrastructure module encountered an error when the module sent an IPC message to one or more SSL processors.

**Recommended Action** Remove the certificate that is assigned to the proxy services. Reassign the certificate to trigger IPC again. 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** STE-3-PKI\_KEY\_INSTALL\_FAILED: Failed to install a key pair: [chars], trustpoint: [chars], proxy service: [chars], index: [dec]

**Explanation** This message indicates that the Public Key Infrastructure module failed to install a key pair for the specified proxy service.

**Recommended Action** Check that the key pair of the trust point assigned to the proxy service is in the IOS key chain by entering the **show crypto key mypub rsa** command. Remove the certificate that was assigned to the proxy service. Reassign the certificate to reinstall it. 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** STE-3-PKI\_MISCONFIGURED\_KEY\_TYPE: Trustpoint [chars] key type [chars] does not match type for SSL proxy service.

**Explanation** This message indicates that the key type of the trust point must be the same as what was configured for the SSL proxy service.

**Recommended Action** Regenerate a key pair of the same type configured for the SSL proxy service. Enroll for a new certificate.

**Error Message** STE-3-PKI\_MISMATCHED\_CERT\_KEY\_TYPE: Certificate key type [chars] does not match type for SSL proxy service [chars].

**Explanation** This message indicates that the specified key type of the certificate must be the same as what was configured for the SSL proxy service.

**Recommended Action** Regenerate a key pair of the same type configured for the SSL proxy service. Enroll for a new certificate.

**Error Message** STE-3-PKI\_OP\_FAILURE: [chars] [chars] [dec]

**Explanation** This message indicates that a public key infrastructure operation failed. The failure might have occurred because of a lack of resources.

**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** STE-3-PKI\_UNSUPPORTED\_KEY\_ALGORITHM: Algorithm of key pair [chars] is unsupported.

**Explanation** This message indicates that the key algorithm is unsupported. The supported key type is RSA.

**Recommended Action** Regenerate a key pair of the supported type.

**Error Message** STE-3-PKI\_UNSUPPORTED\_KEY\_SIZE: Trustpoint [chars] key size is not supported. Supported sizes are: 512, 678, 1024, 1536, 2048-bit

**Explanation** This message indicates that the trust point key size is not supported.

**Recommended Action** Regenerate a key pair of supported size for the trust point. Enroll for a new certificate.

**Error Message** STE-3-PKI\_UNSUPPORTED\_KEY\_TYPE: Trustpoint [chars] key type [chars] is unsupported.

**Explanation** This message indicates that the specified key type is unsupported. Supported key types are RSA key pairs and general purpose key pairs.

**Recommended Action** Regenerate a key pair of a supported type for the trust point. Enroll for a new certificate.

**Error Message** STE-3-SSL\_IPC\_BUFFER\_ALLOC\_FAILED: Module (SSL) failed to get a buffer to send a IPC message.

**Explanation** This message indicates that the system failed to allocate a buffer to send IPC messages.

**Recommended Action** If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

**Error Message** STE-3-SSL\_IPC\_SEND\_FAILED: Module (SSL) failed to send a IPC message because of a lack of resources

**Explanation** This message indicates that the system failed to allocate a buffer to send IPC messages.

**Recommended Action** If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

**Error Message** STE-3-TCP\_IPC\_BUFFER\_ALLOC\_FAILED: Module (TCP) failed to get a buffer to send a IPC message.

**Explanation** This message indicates that the system failed to allocate a buffer to send IPC messages.

**Recommended Action** If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

**Error Message** STE-3-TCP\_IPC\_STATUS\_FAILED: Module (TCP) got a response with status failed.

**Explanation** This message indicates that the module could not process the IPC message.

**Recommended Action** If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

**Error Message** STE-4-PKI\_WEAK\_KEY: Trustpoint [chars] key size is weak. Recommended sizes are: 1024, 1536 and 2048-bit

**Explanation** This message indicates that the key size is either 512 bits or 768 bits. We recommend stronger keys.

**Recommended Action** Regenerate a stronger key pair for the trust point and enroll for a new certificate.

**Error Message** STE-5-PKI\_NO\_ENTRY: No free key and certificate table entries. [dec] entries in use.

**Explanation** This message indicates that all entries in the proxy service key and certificate table are now in use. New proxy services cannot be supported.

**Recommended Action** Enter the **show ssl-proxy stats pki** command to display the counters. If long-lived connections still remain after rollover, some entries might still be used by old certificates. Clear the connections and restart the service.

**Error Message** STE-5-UPDOWN:ssl-proxy service [chars] changed state to [chars]

**Explanation** This message indicates that the SSL proxy service state changed.

**Recommended Action** No action is required.

**Error Message** STE-6-CRYPTO\_SELFTEST\_RUNNING: Cryptographic self-tests have started to run on the SSL Processor(s).

**Explanation** This message indicates that the cryptographic algorithm test cases are running in the background with a time interval of 1 to 8 seconds. These self-tests are run on each cryptographic device in turn. Data traffic performance might be impacted.

**Recommended Action** Enter the **show ssl-proxy status crypto** command to display test results. These tests are for troubleshooting purposes only. You do not need to continually run these tests in the background.

**Error Message** STE-6-CRYPTO\_SELFTEST\_STATS\_CLEARED: Cryptographic self-tests statistics have been cleared.

**Explanation** This message indicates that statistics for the cryptographic self-tests have been cleared.

**Recommended Action** No action is required.

**Error Message** STE-6-CRYPTO\_SELFTEST\_STOPPED: Cryptographic self-tests have stopped to run on the SSL Processor(s).

**Explanation** This message indicates that the cryptographic algorithm tests are no longer running on the SSL processor.

**Recommended Action** No action is required.

**Error Message** STE-6-IPC\_UNSUPPORTED\_VERSION: Unsupported IPC Version number [dec]

**Explanation** This message indicates that the system received an IPC message with an invalid version number. Only IPC version 1.0 is supported.

**Recommended Action** No action is required. IPC retries sending the message. If you continue to see this message, contact your Cisco technical support representative.

**Error Message** STE-6-NVRAM\_DOWNGRADE\_NOT\_READY

**Explanation** This message indicates that the configuration will not be saved when you downgrade the SSL module software to an earlier version.

**Recommended Action** If you plan to downgrade the SSL module software to an earlier version, issue the **copy running-config startup-config** command one more time. This action will prepare the configuration for the image downgrade. If you do not plan to downgrade the image, no action is required.

**Error Message** STE-6-NVRAM\_DOWNGRADE\_READY

**Explanation** This message indicates that the configuration will be save when you downgrade the SSL module software to an earlier version.

**Recommended Action** No action is required.

**Error Message** STE-6-PKI\_CA\_CERT\_DELETE: [chars], Subject Name: [chars], Serial#: [chars], Index: [dec]

**Explanation** This message indicates that a certificate authority certificate was deleted because no proxy services use it.

**Recommended Action** No action is required. A record of this deletion can be archived for reference or auditing.

**Error Message** STE-6-PKI\_CA\_CERT\_INSTALL: [chars], Subject Name: [chars], Serial#: [chars], Index: [dec]

**Explanation** This message indicates that a certificate authority certificate was installed for use by proxy services.

**Recommended Action** No action is required. A record of this certificate authority certificate can be archived for reference or auditing.

**Error Message** STE-6-PKI\_CERT\_HIST\_CLEARED: [dec] certificate history records have been cleared from memory.

**Explanation** This message indicates that the specified number of certificate history records were cleared from the system memory.

**Recommended Action** No action is required.

**Error Message** STE-6-PKI\_CERT\_HIST\_DISABLED: Certificate history of proxy services has been disabled.

**Explanation** This message indicates that the proxy service certificate history function was disabled. Certificate installation and deletion records will be cleared from memory. No new history records will be written into memory.

**Recommended Action** No action is required.

**Error Message** STE-6-PKI\_CERT\_HIST\_ENABLED: Proxy Service Certificate History has been enabled.

**Explanation** This message indicates that the proxy service certificate history function was enabled. Certificate installation and deletion records will be written into memory.

**Recommended Action** Enter the **show ssl-proxy certificate-history** command to display certificate history records. Save the output of this command to a file for archiving.

**Error Message** STE-6-PKI\_CERT\_HIST\_RECORD\_THRESHOLD: [dec] certificate history records have been logged to memory\n. Maximum of [dec] can be logged before the oldest ones are overwritten.

**Explanation** This message indicates that there is maximum number of certificate history records that can be saved to memory. The maximum number will be reached soon. Older records will be overwritten.

**Recommended Action** Enter the **show ssl-proxy certificate-history** command to display certificate history records. To prevent the loss of older records, save the output of this command to a file for archiving.

**Error Message** STE-6-PKI\_CERT\_ROLLOVER\_BEGIN: The process of rolling over the certificate without the sudden loss of services has begun for the proxy service: [chars], trustpoint: [chars]

**Explanation** This message indicates that the key pair, the certificate, or the trustpoint assigned to the specified proxy service has been modified. Until the new certificate is received, the old certificate will be used.

**Recommended Action** Finish the rollover process by enrolling or importing the modified trustpoint. Enter the **show ssl-proxy service** command to display information about certificates, key pairs, and trustpoints associated with the specified proxy service.

**Error Message** STE-6-PKI\_CERT\_ROLLOVER\_END: The process of rolling over the certificate without the sudden loss of services has ended for the proxy service: [chars], trustpoint: [chars]

**Explanation** This message indicates that a new certificate has been received for the specified proxy service. The old certificate will be deleted when all connections using it are finished.

**Recommended Action** No action is required. Enter the **show ssl-proxy service** command to display more information about new and old certificates.

**Error Message** STE-6\_PKI\_SERVER\_CERT\_DELETE: Proxy: [chars], Trustpoint [chars], Key [chars], Serial#: [chars], Index: [dec]

**Explanation** This message indicates that a certificate was deleted for a proxy service.

**Recommended Action** No action is required. A record of this deletion can be archived for reference or auditing.

**Error Message** STE-6-PKI\_SERVER\_CERT\_INSTALL: Proxy: [chars], Trustpoint: [chars], Key: [chars], Serial#: [chars], Index: [dec]

**Explanation** This message indicates that a certificate was installed for a proxy service.

**Recommended Action** No action is required. A record of this certificate can be archived for reference or auditing.

**Error Message** STE-6-PKI\_TEST\_CERT\_INSTALL: Test key and certificate was installed into NVRAM in a PKCS#12 file.

**Explanation** This message indicates that a PKCS12 file, containing a key pair and a certificate chain that can be used for testing purposes, was copied from memory into the NVRAM device.

**Recommended Action** No action is required.

**Error Message** STE-7-IPC\_REQUEST\_RESPONSE\_MISMATCH: IPC module received a message where the request and response do not match.

**Explanation** This message indicates that IPC received a message that does not have a corresponding valid request.

**Recommended Action** If this situation is impacting the functionality of the module, contact your Cisco technical support representative.