

# System Error Messages for 11.3 T

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This chapter lists and describes the system error messages for Cisco IOS Release 11.3 T, up to and including 11.3(5)T. The system software sends these error messages to the console (and, optionally, to a logging server on another system) during operation. Not all system error messages indicate problems with your system; some are purely informational, while others may help diagnose problems with communications lines, internal hardware, or the system software.

This chapter only lists error messages for Cisco IOS Release 11.3 T that are not documented in the Cisco IOS Release 11.3 *System Error Messages* manual. For additional system error messages, refer to the *System Error Messages* manual.

## How to Read System Error Messages

The messages are organized according to the particular system facility that produces the messages. The facility sections appear in alphabetical order, and within each facility section, messages are listed alphabetically by mnemonic. Each error message is followed by an explanation and a recommended action.

System error messages begin with a percent sign (%) and are structured as follows:

```
%FACILITY-SUBFACILITY-SEVERITY-MNEMONIC: Message-text
```

**FACILITY** is a code consisting of two or more uppercase letters that indicates the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software. Table 1 lists the system facilities codes.

**SUBFACILITY** is a code relevant only to Channel Interface Processor (CIP) error messages. There are no CIP error messages listed in this document.

**SEVERITY** is a single-digit code from 0 to 7 that reflects the severity of the condition. The lower the number, the more serious the situation. Table 2 lists the severity levels.

**MNEMONIC** is a code that uniquely identifies the error message.

**Message-text** is a text string describing the condition. This portion of the message sometimes contains detailed information about the event, including terminal port numbers, network addresses, or addresses that correspond to locations in the system memory address space. Because the information in these variable fields changes from message to message, it is represented here by short strings enclosed in square brackets ([ ]). A decimal number, for example, is represented as [dec]. Table 3 lists the representations of variable fields and the type of information in them.

**Table 1 Facility Codes**

<b>Code</b>	<b>Facility</b>
AAAA	TACACS+ Authentication, Authorization, and Accounting security
AIP	ATM Interface Processor
ALIGN	Memory optimization in Reduced Instruction-Set Computer (RISC) processor
AMDP2_FE2	Presidio Ethernet & Laguna Fast Ethernet
APPN	Advanced Peer-to-Peer Networking
ARAP	Apple Remote Access Protocol
ASPP	Asynchronous Security Protocol
AT	AppleTalk
ATM	Asynchronous Transfer Mode
BAP	PPP Bandwidth Allocation Protocol (BAP)
BGP	Border Gateway Protocol
BRI	Integrated Services Digital Network (ISDN) Basic Rate Interface
BRIMUX	AS5200 BRIMUX board
BSC	Binary Synchronous Communications mode
BSTUN	Block serial tunneling
C1600	Cisco 1600 platform
C2600	Cisco 2600 platform
C2KATM	Catalyst 2820 ATM module
C3600	Cisco 3600 platform
C542	Voice over IP driver
C5RSP	Cisco Catalyst 5000 platform
CBUS	ciscoBus controller
CDM	Cable Data Modem subsystem
CI	75xx platform chassis interface
CIP facility	Channel Interface Processor
CIRRUS_PM	Slow speed async/sync port module
CLEAR	Clear facility
CLNS	OSI Connectionless Network Service
CLS	Cisco Link Services
CLSDR	Cisco Link Services Driver
COMP	Point-to-point compression
CONTROLLER	Controller
CMCC	Cisco Mainframe Channel Connection interface
CPAD	Compression service adapter
CPM	Combo Port Module device driver

**Table 1 Facility Codes (Continued)**

<b>Code</b>	<b>Facility</b>
CRYPTO	Encryption
CSC2	CSC2/CSC3 CPU cards
CSM	CSM integrated modem
CT3	Channelized T3 port adapter
DBCONN	Database Connection
DBUS	Data bus
DIALER	Dial-on-demand routing
DLC	Data-link control
DLSw	Data-link switching
DMA	Direct memory access
DNET	DECnet
DRP	Director Response Protocol
DSPU	Downstream physical unit
DSX1	Channelized E1 (Europe) and T1(US) telephony standard
DUAL	Enhanced Interior Gateway Routing Protocol
DVMRP	Distance Vector Multicast Routing Protocol
EGP	Exterior Gateway Protocol
ENT_API	Entity MIB API
ENV	Environmental monitor card
ESWITCH	Ethernet switched port adapter
ETHERNET	Ethernet for the C1000 series
FDDI	Fiber Distributed Data Interface
FLASH	Flash nonvolatile memory
FR	Frame Relay
FTC_TRUNK	Cisco 3801 platform
FW	Firewall
GRIP	Xerox Network Systems (XNS) Routing Protocol
HD	HD64570 serial controller
HOOD	LAN controller 100VG-AnyLAN interface
HMM_ASYNC	Hex modem network module asynchronous driver
HP100VG	100VG-AnyLAN PA driver
HUB	Cisco Ethernet hub
IBM2692	IBM Token Ring chip set
IDTATM25	IDTATM25 device driver
IFS	IOS File System
IGRP	Interior Gateway Routing Protocol
ILACC	ILACC driver
INTERFACE_API	Binary API for the interface descriptor block

**Table 1 Facility Codes (Continued)**

<b>Code</b>	<b>Facility</b>
IP	Internet Protocol
IPC	Interprocess Communication
IPFAST	IP fast switching
IPRT	Internet Protocol routing
IPX	Internetwork Packet Exchange Protocol
IP-SNMP	Simple Network Management Protocol specific to IP
ISDN	Integrated Services Digital Network
LANCE	Local Area Network Controller Ethernet
LANE	LAN Emulation
LANMGR	IBM LAN Network Manager
LAPB	X.25 Link Access Procedure, Balanced
LAT	DEC Local Area Transport
LEX	LAN extension
LINEPROTO	Line Protocol
LINK	Data link
LLC2	Logical Link Control type 2
LNMC	LAN network manager
LPD	Line printer daemon
MAILBOX	ChipCom mailbox support
MBRI	Multi-BRI port module
MCI	Multiport Communications Interface
MICA	Modem ISDN Channel Aggregation modem
MIMIC	MCOM integrated modem network module
MK5	MK5025 serial controller
MMODEM	Integrated modem network module
MODEM	Modem management
MODEM_HIST	Modem call trace messages
MPA68360	VIP Multi-channel Port Adapter
MROUTE	Multicast route
MUESLIX	Mx serial application-specific integrated circuit (ASIC)
NIC100	NIC100 driver
NIM	Network interface module
OOBP	Out of band port
OSPF	Open Shortest Path First
PA	Port adapter
PAD	X.25 packet assembler/disassembler
PARSER	Parser
PIM	Protocol-independent multicast

**Table 1 Facility Codes (Continued)**

<b>Code</b>	<b>Facility</b>
PPP	Point-to-Point Protocol
PQUICC	MPC860 Quad Integrated Communications Controller
QA	Queue and accumulator
QLLC	Qualified Logical Link Control
QUICC	MC68360 Quad Integrated Communications Controller
RADIUS	Remote Access Dial-In User Service (RADIUS) facility
RADIX	Radix facility
RCMD	Remote commands
RIP	IP Routing Information Protocol
RPS	Redundant Power Supply
RSP	Route Switch Processor
RSRB	Remote source-route bridging
S4T68360	Four port synchronous serial adapter based on the 68360 processor
SCHED	Scheduler
SDLC	Synchronous Data Link Control
SDLLC	SDLC/Logical Link Control type 2 (LLC2) translation
SEC	IP security
SERVICE_MODULE	Service Module
SLIP	Serial Line Internet Protocol
SMRP	Simple Multicast Routing Protocol
SNAPSHOT	Snapshot dial-on-demand routing
SNMP	Simple Network Management Protocol
SNMP_MGR	SNMP Proxy
SSE	Silicon switching engine
STANDBY	Hot Standby Router Protocol (HSRP)
STUN	Serial tunneling
SUBSYS	Software subsystems
SWITCH	Switch interface
SYS	Operating system
SYSMGT	System management
TAC	Terminal Access Controller Protocol Access Control System
TBRIDGE	Transparent bridging
TCP	Transmission Control Protocol
TMQ	Inbound terminal port queuing
TN	Telnet
TN3270	TN3270 protocol
TR	Token Ring

**Table 1 Facility Codes (Continued)**

Code	Facility
TUN	Tunnel
UBR7200	Cable Modem Termination System
UCODE	Microcode
UNIX	UNIX
UTIL	Utility
VINES	Banyan VINES
VIP	Versatile Interface Processor
VPDN	Virtual Private Dialup Network
X25	X.25
XCPA	Escon/Parallel channel port adapter

**Table 2 Error Message Severity Levels**

Level	Description
0 – emergency	System unusable
1 – alert	Immediate action needed
2 – critical	Critical condition
3 – error	Error condition
4 – warning	Warning condition
5 – notification	Normal, but significant, condition
6 – informational	Informational message only
7 – debugging	Appears during debugging only

Error message severity levels correspond to the keywords assigned by the **logging** global configuration commands that define where and at what level these messages appear. The default logs messages to the console at the debugging level (7). For more information, see the system configuration chapter and descriptions of the **logging** command in the appropriate Cisco IOS configuration guides and command reference publications.

**Table 3 Representation of Variable Fields in Error Messages**

Representation	Type of Information
[atalk_address]	AppleTalk address
[atalk_net]	AppleTalk network, either 600 or 600-601
[char]	Single character
[chars]	Character string
[dec]	Decimal number
[enet]	Ethernet address (for example, 0000.FEED.00C0)
[hex]	Hexadecimal number
[inet]	Internet address (for example, 12.128.2.16)

**Table 3 Representation of Variable Fields in Error Messages (Continued)**

Representation	Type of Information
[int]	Integer number
[node]	Address or node name
[sci_notation]	Scientific notation
[t-line]	Terminal line number in octal (or decimal if the decimal-TTY service is enabled)
[v-name]	VINES name; or number (hex or decimal)

## Error Messages

This section lists error messages alphabetically by facility and mnemonic.

### Error Message

```
%AAA-3-BADLIST: [atalk_address]talk_address]AA: bad [chars] list [chars]
```

**Explanation** One of the AAA methods does not have a list associated with it.

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

### Error Message

```
%AAA-4-BADMETHNAME: Bad [chars] method-list name [chars] (this is only a warning)
```

**Explanation** A method-list name should not be the same as a method name. Please choose a different name for the method list.

**Recommended Action** Pick a different method-list name (one that is not also a method name).

### Error Message

```
%AAA-3-ILLEGALNAME: Illegal [chars] method-list name [chars] rejected
```

**Explanation** A method-list name should not be the same as a method name. Please choose a different name for the method list.

**Recommended Action** Pick a different method-list name (one that is not also a method name).

### Error Message

```
%AAA-3-INVSTATE: [chars] AUTHOR/[chars]: Internal state is invalid:
astruct 0x[hex] ustruct 0x[hex]
```

**Explanation** One of the two mentioned data-structures is not set, but it is needed here. This is an internal software error.

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

**Error Message**

%AAAA-3-NOLIST: [chars]: no method list-name

**Explanation** An internal software error occurred.

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

**Error Message**

%AAAA-3-OVERWRITE: Overwrote internal buffer space [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%AAAA-3-STRCREATE: str\_create overwrote its internal buffer

**Explanation** An internal buffer used to assemble a string was exceeded, possibly corrupting other memory.

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

**Error Message**

%AAAA-3-SUBTYPE: Bad Subtype [dec] for [chars] ([dec])

**Explanation** An internal software error occurred.

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

**Error Message**

%AMDP2\_FE-1-NOTSUPPORTED: 2FE PA not supported on NPE100, shutting down bay

**Explanation** A 2FE PA is not supported on a Cisco 7200 with NPE100.

**Recommended Action** NPE150 or better is needed for 2FE PA.

**Error Message**

%APPN-3-Error: [chars]

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

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

**Error Message**

%ATM-3-UNSUPPORTED\_QOS\_PARAMS: ATM failed to create VC on Interface [chars], (Cause of the failure: Invalid traffic shaping parameters or out of rate queues

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

**Error Message**

%ATMSSCOP-4-UNMATCHUNIVERSION: ([chars]): [chars]. Please verify peer UNI version, SSCOP\_COMPLAIN\_IVL

**Recommended Action** The ATM peer equipment may need attention. Please verify its UNI version.

**Error Message**

%BGP-6-ASPATH: [chars] AS path [chars] received from [int]: [chars]

**Explanation** The remote BGP peer sent in an update with an invalid AS path.

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

**Error Message**

%BRIMUX-3-BADBRIMUX: Slot [dec] [chars]

**Explanation** A BRIMUX firmware problem may be present.

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

**Error Message**

%BRIMUX-1-BADCODE: Software error: [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%BRIMUX-3-BADDLACK: Slot [dec] BRIC, failed to acknowledge download data block [dec]

**Explanation** A BRIMUX firmware problem may be present.

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

**Error Message**

%BRIMUX-3-BADDPM: Slot [dec] DPM, test failed at offset 0x[hex], expect 0x[hex], read 0x[hex]

**Explanation** A BRIMUX board hardware problem may be present.

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

**Error Message**

%BRIMUX-3-BADULADDR: Slot [dec] BRIC, wrong upload address received 0x[hex], requested 0x[hex]

**Explanation** A BRIMUX firmware problem may be present.

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

**Error Message**

%BRIMUX-3-BADULBLK: Slot [dec] BRIC, wrong block [dec] for data upload, expect [dec]

**Explanation** A BRIMUX firmware problem may be present.

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

**Error Message**

%BRIMUX-3-BADULLEN: Slot [dec] BRIC, upload data length read [dec], truncate to [dec] bytes

**Explanation** A BRIMUX firmware problem may be present.

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

**Error Message**

%BRIMUX-3-BADULREQ: Slot [dec] BRIC, failed to send upload data block [dec]

**Explanation** A BRIMUX firmware problem may be present.

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

**Error Message**

%BRIMUX-5-CHANUPDOWN: B[dec] of BRI[dec] on slot [dec] BRIC, changed state to [chars]

**Explanation** A B-channel on the BRIMUX board changed state.

**Recommended Action** No action is required.

**Error Message**

%BRIMUX-4-HEARTBEAT: Slot [dec] BRIC, lost heartbeat for [dec] seconds

**Explanation** A BRIMUX board hardware or firmware problem may be present.

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

**Error Message**

%BRIMUX-5-PORTUPDOWN: BRI[dec] on slot [dec] BRIC, changed state to [chars]

**Explanation** A port on the BRIMUX board changed state.

**Recommended Action** No action is required.

**Error Message**

%BRIMUX-5-UPDOWN: Slot [dec] BRIC, changed state to [chars]

**Explanation** A BRIMUX board changed state.

**Recommended Action** No action is required.

**Error Message**

%C2600-3-BADADDR2: c2600\_big\_endian\_addr: Attempted conversion of invalid address (0x[hex])

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

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

**Error Message**

%C2600-3-BADADDR: c2600\_little\_endian\_addr: Attempted conversion of invalid address (0x[hex])

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

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

**Error Message**

%C2600-3-BADBAYDEV: get\_pci\_dev\_num: Invalid bay ([dec]) or device number offset (%D)

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

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

**Error Message**

%C2600-3-BADDEVNO: pas\_get\_device\_subunit: Invalid PCI device number: [dec]

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

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

**Error Message**

%C2600-3-BADNV: Detected invalid NVRAM size: [dec] bytes

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

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

**Error Message**

%C2600-3-BADPA: Invalid Port Adaptor type ([dec]) reported for mainboard

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

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

**Error Message**

%C2600-3-BADPCIRD: PCI Configuration Read Cycle Failed for bus [dec], Device [dec], function [dec], register [dec]

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

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

**Error Message**

%C2600-3-BADPCIWR: PCI Configuration Write Cycle Failed for bus [dec], Device [dec], function [dec], register [dec]

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

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

**Error Message**

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

**Explanation** The password protection feature failed to erase the configuration because of an internal error.

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

**Error Message**

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

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Ensure 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**

```
%C2600_MAINBOARD_ASYNC_PQUICC-3-NOMEMORY: No memory for [chars] of unit  
[dec]
```

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

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

**Error Message**

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

**Explanation** The password protection feature failed to erase the configuration because of an internal error.

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

**Error Message**

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

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

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

**Error Message**

```
%C2KATM-4-NOVCINFO: [chars] discarded because it is not associated with a  
VCD: vpi = [dec] vci = [dec]
```

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

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

**Error Message**

```
%C542-3-ERROR_ANALYZE: Error analyzing the device in slot [dec]
```

**Explanation** The port module in this slot could not be recognized.

**Recommended Action** Power down the router, reinsert the port module, and reboot the router. If the message recurs, call your technical support representative for assistance.

**Error Message**

```
%C542-3-ERROR_INIT_BLDR: [chars] Unable to download the Boot loader  
firmware, ret = 0x[hex]
```

**Explanation** Error initializing the DSP with the bootloader firmware.

**Recommended Action** Power down the router, reinsert the port module, and reboot the router. If the message recurs, call your technical support representative for assistance.

**Error Message**

%C542-3-ERROR\_INIT\_OVERLAY: [chars] Unable to download the Application overlay firmware. Status returned 0x[hex]

**Explanation** Error initializing the DSP with the application/overlay firmware.

**Recommended Action** Power down the router, reinsert the port module, and reboot the router. If the message recurs, call your technical support representative for assistance.

**Error Message**

%C542-1-ERROR\_INTR: [chars] , Error interrupt occurred type = 0x[hex]

**Explanation** The DMA engine cannot get to the PCI bus to read descriptors.

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

**Error Message**

%C542-1-INCORRECT\_DSP\_ID: VPM at slot [dec]: Incorrect [dec] DSP-ID passed by SPI

**Explanation** The DSP ID provided by the SPI for download is not valid.

**Recommended Action** Call your technical support representative for assistance.

**Error Message**

%C542-3-INCORRECT\_ID: VPM in slot [dec]: PCI device not supported.

**Explanation** An interface controller device did not report the correct PCI device ID.

**Recommended Action** Power down the router, reinsert the port module, and reboot the router. If the message recurs, call your technical support representative for assistance.

**Error Message**

%C542-3-INCORRECT\_P MID: VPM at slot [dec]: Incorrect [dec] PM-ID device not supported.

**Explanation** An interface controller device did not have the correct PM-ID in the EEPROM cookie.

**Recommended Action** If the message recurs, call your technical support representative for assistance.

**Error Message**

%C542-1-INVALID\_CONFIGURATION: vpm([dec]), vic cards has an invalid configuration

**Explanation** The software recognized more VIC interface ports than it can support on this port module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the Cisco IOS release running on the router, or contact your technical support representative.

**Error Message**

%C542-1-NO\_DAUGHTER\_CARD: vpm([dec]), vic card has an no known daughter cards

**Explanation** The software did not recognize any of the VIC cards plugged into the port module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the Cisco IOS release running on the router, or contact your technical support representative.

**Error Message**

%C542-1-NOPCIMEMORY: VPM ([dec]/[dec]), PCI memory unavailable

**Explanation** The router or access server could not allocate memory for the descriptors.

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

**Error Message**

%C542-1-NO\_RING\_DESCRIPTOR: No more ring descriptors available on [dec] slot

**Explanation** The c542 driver cannot queue messages up to the Xilinx DMA engine for transmit.

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

**Error Message**

%C542-1-TOOBIG: [chars], packet(size [dec]) too big

**Explanation** A packet greater than 256 bytes was received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem recurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%C542-1-UNKNOWN\_VIC: vpm([dec]), vic daughter card has an unknown id of [hex]

**Explanation** The software did not recognize the type of VIC daughter card plugged into the port module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the Cisco IOS release running on the router or contact your technical support representative.

**Error Message**

%C5RSP-3-RSM\_NMP\_BRIDGE\_INVALID: NMP returned invalid bridge id [dec] for [dec]

**Explanation** NMP returned an invalid bridge ID to the RSM.

**Recommended Action** Make sure that the tr-brf VLAN on the RSM is configured on the NMP.

**Error Message**

%C5RSP-3-RSM\_NMP\_CONFIG\_MISMATCH: RSM NMP mismatch in config for [dec], RSM [dec], NMP [dec]

**Explanation** There is a configuration mismatch for this VLAN on the NMP and RSM.

**Recommended Action** Make sure that the parameters for this VLAN are the same on NMP and on the RSM.

**Error Message**

%CLNS-5-ADJCLEAR: [chars]: All [chars] adjacencies cleared

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

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

**Error Message**

%CLS-3-CLSMSG: [chars]

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

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

**Error Message**

%CMCC-6-ADAPTERCHNG: Interface [chars]: adapter type changed from [chars] to [chars]

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

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

**Error Message**

%CMCC-4-BADENCAPSZ: Interface [chars]: encapsulated msg size ([dec]) exceeds max ([dec] truncated.)

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CMCC-3-CFGCMDDROPPED: Config queue is full, command was dropped, slot [dec]
```

**Explanation** Sending a configuration command was attempted again. The receiving queues were still full after the retried attempts. Therefore, the command was dropped.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

- Reissue the configuration command.
- Clear the interface using the **clear interface** command.
- Reload the microcode.
- Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%CMCC-4-CFGFAIL: Interface [chars]: configuration command [chars] [chars] failed
```

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

**Recommended Action** Reissue the configuration command.

**Error Message**

```
%CMCC-4-DTRFAIL: Interface [chars]: Channel-protocol [chars] cmd failed; resetting to default
```

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

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

**Error Message**

```
%CMCC-3-NODEED: Interface [chars]: No elements avail for msg ([hex] [hex] interface reset
```

**Explanation** An encapsulated control message arrived, but no elements were available to receive it. It is likely that a configuration will now be in a pending state. An interface reset was attempted to clear this condition.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

- Clear the interface using the **clear interface** command.
- Reload the microcode.
- Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your technical support representative.

### Error Message

```
%CMCC-3-NOENABLE: Interface [chars]: No pre-allocated buffers available;  
enable not sent
```

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

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

- Clear the interface using the **clear interface** command.
- Reload the microcode.
- Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your technical support representative.

### Error Message

```
%CMCC-4-NOPREQ: Interface [chars]: Unable to pre allocate response element;  
cfg not sent
```

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

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

### Error Message

```
%CMCC-3-RSETFAIL: Interface [chars]: Error ([hex]) [chars]
```

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

**Recommended Action** The interface was reset by the software. If the condition was not rectified, issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

- Clear the interface using the **clear interface** command.
- Reload the microcode.
- Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%CMCC-3-SMALLENCAPSZ: Interface [chars]: encaps msg size ([dec]) smaller than min ([dec]) dropped
```

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CMCC-3-UNKENCAP: Interface [chars]: unknown encapsulated msg([dec]) len([dec])
```

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

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%CRYPTO-0-AUDITFAIL: Encryption audit check found the wrong level of encryption in this image
```

**Explanation** The audit check that verifies encryption entitlement within Cisco IOS images either found encryption in a non-encryption image or the wrong strength within a Cisco IOS encryption image. Using the encryption image may violate U.S. Export Laws and Regulations.

**Recommended Action** Contact Cisco to obtain a replacement Cisco IOS image.

**Error Message**

```
%CRYPTO-4-AUDITWARN: Encryption audit check could not be performed
```

**Explanation** The audit check that verifies encryption entitlement within Cisco IOS images could not be performed because of an incomplete system configuration.

**Recommended Action** Manually verify that this Cisco IOS image is entitled to contain encryption.

**Error Message**

`%CRYPTO-3-BADFP: Certificate fingerprint mismatch for certificate - certificate not accepted`

**Explanation** The fingerprint of a certificate received from a Certificate Authority did not match a fingerprint saved in NVRAM. The certificate may not be valid.

**Recommended Action** Contact the Certificate Authority administrator to manually compare the certificate fingerprint.

**Error Message**

`%CRYPTO-3-CERTCHECK: Certificates with invalid status has been detected!!!`

**Explanation** After checking the certificates saved in memory with the Certificate Revocation List (CRL), invalid certificates were detected.

**Recommended Action** Check the status and contact the Certificate Authority administrator. Enrollment may be needed.

**Error Message**

`%CRYPTO-6-CERTFAIL: Certificate enrollment failed`

**Explanation** A certificate enrollment encountered a fatal error.

**Recommended Action** Contact the CA administrator.

**Error Message**

`%CRYPTO-6-CERT_FATAL_ERR: [chars]`

**Explanation** A certificate enrollment encountered a fatal error.

**Recommended Action** Contact the CA administrator.

**Error Message**

`%CRYPTO-6-CERTPENDING: Enter manual authentication ...`

**Explanation** A Certificate Authority server wants to manually authenticate the router.

**Recommended Action** Follow the manual authentication procedure.

**Error Message**

`%CRYPTO-6-CERTREJECT: Certificate enrollment request was rejected by Certificate Authority`

**Explanation** A previous certificate enrollment request was received by the Certificate Authority. It has rejected the enrollment request.

**Recommended Action** Contact the Certificate Authority administrator.

**Error Message**

`%CRYPTO-6-CERTRET: Certificate received from Certificate Authority`

**Explanation** A previous certificate enrollment request was received by the Certificate Authority. It has issued the certificate and sent back a copy.

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

**Error Message**

%CRYPTO-3-CERTRETFAIL: Certificate enrollment failed

**Explanation** The certificate enrollment transaction failed because of an internal error.

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

**Error Message**

%CRYPTO-6-ENROLL\_CANCEL: Certificate enrollment is cancelled

**Explanation** The current certificate enrollment transaction was cancelled.

**Recommended Action** Please try again when it is ready.

**Error Message**

%CRYPTO-3-GETCACERT: Failed to find CA cert in memory

**Explanation** A Certificate Authority certificate was not found in memory.

**Recommended Action** Check the status and contact the Certificate Authority administrator.

**Error Message**

%CRYPTO-3-GETCARACERT: Failed to receive RA/CA certificates

**Explanation** A failure occurred when parsing and processing CA/RA certificates.

**Recommended Action** Check the status and contact the Certificate Authority administrator.

**Error Message**

%CRYPTO-6-GETCERTINITIAL: Certificate enrollment failed in manual mode

**Explanation** The current certificate enrollment transaction failed in manual mode.

**Recommended Action** Contact the Certificate Authority administrator.

**Error Message**

%CRYPTO-3-GETCRL: Query the Certificate Revocation List from CA failed

**Explanation** The attempt to query the Certificate Revocation List from the Certificate Authority server failed because of various possible reasons.

**Recommended Action** Contact the Certificate Authority administrator.

**Error Message**

%CRYPTO-3-HTTPSEND: Failed to send out message to CA server

**Explanation** A failure was caused by an HTTP transaction.

**Recommended Action** Check the HTTP connection to the Certificate Authority server.

**Error Message**

%CRYPTO-6-IKMP\_ADD\_KEY\_FAIL: Unable to add public key for [chars] (%15i) to key ring

**Explanation** Keys are stored in keyrings on the router. An attempt to add another key to the ring failed.

**Recommended Action** Check local keyrings. This failure is probably the result of other failures.

**Error Message**

%CRYPTO-6-IKMP\_AUTH\_FAIL: Authentication method [dec] failed with host %15i

**Explanation** The IKE process was unable to authenticate its security association with its remote peer.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_BAD\_CERT\_USE: Certificate for peer at %15i prohibits attempted use ([chars])

**Explanation** X.509v3 certificates can contain usage restrictions that restrict certificate use only for signatures or key exchange (encryption). The peer attempted to use its certificate in a manner that violated these restrictions.

**Recommended Action** Contact the remote peer's Certificate Authority administrator.

**Error Message**

%CRYPTO-6-IKMP\_BAD\_DOI\_NOTIFY: DOI of [dec] in notify message from %15i, (ONEMIN)

**Explanation** The DOI field in notify messages gives the receiver a context in which to understand the message being notified. This DOI value is not understood and the message therefore cannot be understood.

**Recommended Action** If this situation persists, contact the remote peer's Certificate Authority administrator.

**Error Message**

%CRYPTO-6-IKMP\_BAD\_DOI\_SA: DOI value [dec] from SA offer from %15i is invalid, (ONEMIN)

**Explanation** The DOI field of a security association (SA) offer defines how to parse the fields. SAs with an unknown DOI cannot be parsed.

**Recommended Action** If this situation persists, contact the remote peer's administrator.

**Error Message**

%CRYPTO-4-IKMP\_BAD\_MESSAGE: IKE message from %15i failed its sanity check or is malformed

**Explanation** A quick sanity check is done on all received IKE messages to verify that all component payload types are valid, and that the sum of their individual lengths equals the total length of the received message. This message failed the sanity check. Persistently bad messages could be a denial of service attack or bad decryption.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_CRYPT\_FAILURE: IKE (connection id [dec]) unable to [chars] packet

**Explanation** Encryption or decryption on a particular IKE thread failed.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-5-IKMP\_INVALID\_CERT: Certificate received from %15i is bad: [chars]

**Explanation** The certificate given by a remote peer has either been revoked or expired (certificate invalid) or the signature check on the certificate failed (bad signature).

**Recommended Action** Contact the Certificate Authority (CA) of the remote peer. The CA certificate may be bad.

**Error Message**

%CRYPTO-6-IKMP\_MODE\_FAILURE: Processing of [chars] mode failed with peer at %15i, (ONEMIN)

**Explanation** Negotiation with the remote peer failed.

**Recommended Action** If this situation persists, contact the remote peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_NO\_ID\_CERT\_MATCH: ID of [chars] (type [dec]) and certificate DN with [chars] for %15i

**Explanation** IKE entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the distinguished name of the peer's certificate.

**Recommended Action** If this situation persists, contact the remote peer's administrator.

**Error Message**

%CRYPTO-4-IKMP\_NO\_SA: IKE message from %15i has no SA and is not an initialization offer, MSGDEF\_LIMIT\_GLACIAL

**Explanation** IKE maintains a communication state in the form of security associations. No security association exists for this packet and it is not an initial offer from the peer to establish one. This situation could indicate a denial of service attack.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_NOT\_ENCRYPTED: IKE packet from %15i was not encrypted and it should've been.

**Explanation** A portion of the IKE exchange is unencrypted and a portion is encrypted. This message should have been encrypted but was not.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-4-IKMP\_PKT\_OVERFLOW: ISAKMP message from %15i larger (%ld) than the UDP packet length (%ld), (ONEMIN)

**Explanation** IKE messages are carried in UDP packets and have their own message length field. This message's message length field was greater than the length of the UDP packet. This situation could indicate a denial of service attack.

**Recommended Action** If this situation persists, contact the remote peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_SA\_INUSE: SA (w/conn\_id of [dec], src %15i, dst %15i)  
[chars]

**Explanation** An ISAKMP thread that is currently processing a message received a packet that it should process, or its retransmission timer has fired.

**Recommended Action** If the error persists, clear the ISAKMP SA database.

**Error Message**

%CRYPTO-6-IKMP\_SA\_NOT\_AUTH: Cannot accept Quick Mode exchange from [chars]  
if SA is not authenticated!

**Explanation** The IKE security association with the remote peer was not authenticated yet the peer attempted to begin a Quick Mode exchange. This exchange must only be done with an authenticated security association.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_SA\_NOT\_OFFERED: Remote peer %15i responded with attribute  
[chars] not offered or changed

**Explanation** IKE peers negotiate policy by the initiator offering a list of possible alternate protection suites. The responder responded with one that the initiator did not offer.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-6-IKMP\_UNK\_EXCHANGE: IKE peer at %15i sent a message with unknown  
exchange [dec]

**Explanation** IKE performs actions on messages based on defined exchanges. The message received had an unknown exchange.

**Recommended Action** Contact the remote peer's administrator.

**Error Message**

%CRYPTO-3-INVALIDCACERT: Failed to process CA certificate

**Explanation** The CA certificate received from the CA server was not processed.

**Recommended Action** Use the **crypto ca authenticate** command and try again.

**Error Message**

%CRYPTO-3-INVALID\_INPUT: The input to the parser command is not correct

**Explanation** The input to the parser command is not correct.

**Recommended Action** Reissue the command.

**Error Message**

%CRYPTO-3-PKIINPUT: Wait response from server ....

**Explanation** The PKI client is waiting for a response from the server.

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

**Error Message**

%CRYPTO-4-PKT\_REPLAY\_ERR: [chars] connection id=[dec], (ONEMIN)

**Explanation** Replay processing failed. This failure may be a temporary condition and may be caused by the router waiting for new security associations (SAs) to be established. In the inbound case, this failure may also be caused by an actual replay attack, which could be considered a hostile event.

**Recommended Action** If the problem appears to be more than a transient problem, contact the peer's administrator.

**Error Message**

%CRYPTO-3-POLLING: Polling for certificate response...

**Explanation** GetCertInitial is polling for a certificate response.

**Recommended Action** Wait for the server's response or cancel the polling.

**Error Message**

%CRYPTO-3-QUERYCACERT: Failed to query CA certificate

**Explanation** A query against the CA certificate from the CA server failed.

**Recommended Action** Use the **crypto ca authenticate** command and try again.

**Error Message**

%CRYPTO-3-QUERY\_KEY: Querying key pair failed.

**Explanation** The attempt to query the public key/private key using the subject name failed.

**Recommended Action** Resubmit the enrollment request. Check the subject name.

**Error Message**

%CRYPTO-4-RECVD\_PKT\_INV\_IDENTITY: [chars]  
(ip) dest\_addr= [int], src\_addr= [int], prot= [dec]  
(ident) local=[int], remote=[int]  
local\_proxy=[int]/[int]/[dec]/[dec],  
remote\_proxy=[int]/[int]/[dec]/[dec], (ONEMIN)

**Explanation** Decapsulated IPSEC packet does not match the negotiated identity. The peer is sending other traffic through this security association (SA), which may be caused by an SA selection error by the peer. This error could be considered a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message**

%CRYPTO-4-RECVD\_PKT\_INV\_IDENTITY\_ACL: ipsec check access: identity not  
allowed by ACL (ip) dest\_addr= [int], src\_addr= [int], prot= [dec],  
(ONEMIN)

**Explanation** The decapsulated packet fails the ACL check. The peer is sending other traffic through this security association (SA), which may be caused by an SA selection error by the peer. This error could be considered a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_INV_PROT: decapsulate: packet missing [chars],  
destadr=[int], actual prot=[dec], (ONEMIN)
```

**Explanation** A received IPSEC packet is missing an expected AH or ESP header. The peer is sending packets that do not match the negotiated security policy. This error could be considered a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_INV_SPI: decaps: rec'd IPSEC packet has invalid spi for  
destadr=[int], prot=[dec], spi=0x[hex] ([dec]), (ONEMIN)
```

**Explanation** A received IPSEC packet specifies an SPI that does not exist in the security association database (SADB). This may be a temporary condition resulting from slight differences in the aging of SAs between the IPSEC peers, or because the local SAs have been cleared. It may also be caused by bogus packets being sent by the IPSEC peer. Some might consider this a hostile event.

**Recommended Action** If the local SAs have been cleared, the peer may not know this. In this case, if a new connection is established from the local router, the two peers may reestablish successfully. If the problem occurs for more than a brief period, either attempt to establish a new connection or contact the peer's administrator.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_MAC_ERR: decrypt: mac verify failed for connection  
id=[dec], (ONEMIN)
```

**Explanation** MAC verify processing failed. This may be caused by either party using the wrong key during the MAC calculations. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_MSG_LEN_ERR: decapsulate: packet has bad [chars]  
length destadr=[int], prot=[dec], len=[dec], (ONEMIN)
```

**Explanation** A received IPSEC packet is malformed, possibly because of an encapsulation error. The peer is sending malformed packets that may be caused by a decryption error. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message**

```
%CRYPTO-4-RECVD_PKT_NOT_IPSEC: Rec'd packet not an IPSEC packet. (ip)  
dest_addr= [int], src_addr= [int], prot= [dec], (ONEMIN)
```

**Explanation** A received packet matched the crypto map access control list (ACL), but is not IPSEC-encapsulated. The IPSEC peer is sending unencapsulated packets. There may be a policy setup error on the peer or it could be a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message**

%CRYPTO-3-REQCERT: Certificate enrollment message send out ...

**Explanation** The certificate enrollment message is being sent.

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

**Error Message**

%CRYPTO-3-SOCKETSELECT: Failed to select the socket

**Explanation** The failure is caused by socket selection.

**Recommended Action** Check the TCP/socket debugging message.

**Error Message**

%CRYPTO-3-SOCKETSEND: Failed to send out message to CA server

**Explanation** The failure is caused by an HTTP transaction.

**Recommended Action** Check the HTTP connection to the Certificate Authority (CA) server.

**Error Message**

%CSM-1-CAS\_MSG\_DEPLETED: An error was encountered in enqueueing a CAS message - [chars]

**Explanation** The modem may no longer be usable.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

**Error Message**

%CSM-1-CSM\_BAD\_EVENT: [chars]: [dec]/[dec] received invalid event [dec]

**Explanation** An invalid operation was detected by the router.

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

**Error Message**

%CSM-1-CSM\_MODEM\_BAD: Modem [dec]/[dec] has been marked as bad by the router software

**Explanation** The modem is no longer usable because of a runtime error.

**Recommended Action** Reset the router. If the modem does not become operational, copy the error message exactly as it appears and contact your technical support representative.

**Error Message**

%CSM-1-HWIDB: [chars]: hwidb is NULL

**Explanation** An internal software error occurred.

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

**Error Message**

```
%CSM-1-HWIDB: [chars]: hwidb is NULL
```

**Explanation** An invalid operation was detected by the router.

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

**Error Message**

```
%CSM-1-HWREV: The T1 or E1 network module is incompatible with the digital modems: [chars]
```

**Explanation** The T1 or E1 network module cannot be used with digital modems.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

**Error Message**

```
%CSM-1-INITSYS: [chars]
```

**Explanation** Failed to create a periodic process for CSM or the number of digit collectors reported to CSM exceeds the maximum number of digit collectors.

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

**Error Message**

```
%CSM-1-MODEM_INFO: [chars]: modem_info is NULL
```

**Explanation** An internal software error occurred.

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

**Error Message**

```
%CSM-1-NODCHAN: Signaling channel not available
```

**Explanation** Modem calls cannot be processed.

**Recommended Action** Verify that the PRI network module is compatible with the modem network module. If they are not compatible, copy the error message exactly as it appears and contact your technical support representative.

**Error Message**

```
%CSM-5-PRI: [chars] at slot [dec], unit [dec], channel [dec] with index [dec]
```

**Explanation** A PRI signaling channel is added or deleted to CSM's inventory of signaling channels.

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

**Error Message**

%CSM-1-QUEUE\_ERROR: An error was encountered in enqueueing a [chars] ([dec]) for slot/port [dec]/[dec]

**Explanation** The modem may no longer be usable.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%CSM-1-RBS: [chars] at slot [dec], controller [dec], timeslot [dec]

**Explanation** This is an internal software error. An attempt was made to add a non-existent CAS signaling interface.

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

**Error Message**

%CSM-1-UNEXPECTEDEVENT: An Unexpected event received by tone process - [dec] [dec]

**Explanation** An invalid operation was detected by the router.

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

**Error Message**

%DBCONN-3-APPCVERB: Unexpected APPC error: opcode [hex], primary code [hex], secondary code [hex]

**Explanation** An unexpected APPC error occurred. Database Connection (DBConn) uses APPC API calls to APPN to communicate with the remote database server. Opcode identifies the APPC API call that received the error. Primary and secondary return codes are returned by the APPC API.

**Recommended Action** This usually indicates a problem in the SNA network. Try the **dbconn ping** command to test connectivity to the remote database server. If the DBConn ping fails, check the status of the APPN link to the remote database server with the **show appn link** command. If the link is active, try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. If the message recurs, 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. If possible, also provide the output of the **debug dbconn appc** command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message**

%DBCONN-3-APPNOTSTARTED: APPN is not started -- unable to connect to remote database

**Explanation** A client connected to a Database Connection (DBConn) server, but DBConn was unable to connect out to the remote database because APPN is not started. DBConn uses APPN to connect to the remote database server. You must start APPN before DBConn clients attempt to connect.

**Recommended Action** Start APPN, and retry the client connection.

**Error Message**

%DBCONN-3-APPNSTOPPED: APPN was stopped -- existing connections have been closed

**Explanation** APPN was stopped while Database Connection (DBConn) connections were open. Stopping APPN caused all open APPN connections to the remote database server to be lost. As a result, all client connections were disconnected. You should not stop APPN while there are open DBConn connections.

**Recommended Action** Restart APPN. Disconnected clients must be reconnected.

**Error Message**

%DBCONN-3-BADLICENSEKEY: Bad license key configured for Database Connection

**Explanation** The license key configured with the **dbconn license** configuration command is not valid.

**Recommended Action** Check that the license key was entered correctly in the **dbconn license** command. Refer to the Database Connection feature documentation for information on how to obtain a valid license key.

**Error Message**

%DBCONN-3-BADMODE: Unknown mode '[chars]' configured for server [chars]

**Explanation** The mode configured for the Database Connection server was rejected by the remote database server.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the mode to use to connect to DB2 on the remote database server.

**Error Message**

%DBCONN-3-BADRLU: Bad remote LU '[chars]' configured for server [chars]

**Explanation** The remote LU configured for the Database Connection server is incorrect.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Be sure to check that the SNA network name is correct as well as the LU name.

**Error Message**

%DBCONN-3-BADTPNAME: Bad TP name configured for server [chars]

**Explanation** The TP name configured for the Database Connection (DBConn) server is not recognized by the remote database server.

**Recommended Action** Configure a TP name that is available on the remote database server. Most DB2 systems will accept the DRDA default TP name of `\x076DB`, except for SQL/DS. Contact your SNA network administrator or your DB2 administrator to determine the TP name used by your DB2. To use the DRDA default, do not explicitly configure a TP name for your DBConn server.

**Error Message**

`%DBCONN-3-DRDASYNTAX: DRDA protocol error from server [chars], SYNERRCD x' [hex]'`

**Explanation** An unexpected DRDA protocol error occurred between Database Connection (DBConn) and the remote database server.

**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. If possible, also provide the output of the **debug dbconn drda** command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message**

`%DBCONN-5-IDLETIMEOUT: Client [int] connected to server [chars] has timed out after %TE.`

**Explanation** The client was idle for too long, and the idle timeout configured for the Database Connection server expired.

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

**Error Message**

`%DBCONN-5-SECFAIL: APPC security failed, client [int] using userid '[chars]' for server [chars]`

**Explanation** The userid or password passed in by the client was rejected by the remote database server.

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

**Error Message**

`%DRIP-6-DRIP_CONFLICT: DRIP conflict with CRF [dec]`

**Explanation** A DRIP conflict has occurred. The virtual ring or pseudo ring's CRF is being re-used in the network.

**Recommended Action** Make sure that the CRF vlanid of the virtual ring and the pseudo ring is unique in the network.

**Error Message**

`%DSX1-3-M32_AR_FAILURE: Munich 32 action request failure: Ctrl = 0x[hex], Channel = [dec]`

**Explanation** Munich 32 is not responding to a request.

**Recommended Action** If this problem recurs, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

`%DSX1-3-M32_AR_TIMEOUT: Munich 32 action request timeout: Ctrl = 0x[hex], Channel = [dec]`

**Explanation** Munich 32 is not responding to an action request.

**Recommended Action** If this problem recurs, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%DSX1-3-M32\_BAD\_BITRATE: Munich 32 bit rate not match: Ctrl = 0x[hex], Channel = [dec]

**Explanation** The issued command cannot be executed because the bit rate does not match.

**Recommended Action** Ensure that the data configured matches the supported speed.

**Error Message**

%DSX1-3-M32\_BAD\_INTQ: Munich 32 bad interrupt queue: Ctrl = 0x[hex], Channel = [dec]

**Explanation** There might be an overflow on the interrupt queue.

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

**Error Message**

%DSX1-3-M32\_BAD\_STATE: Munich 32 in unknown state: Ctrl = 0x[hex], Channel = [dec]

**Explanation** Munich 32 is in an unknown state.

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

**Error Message**

%DSX1-3-M32\_ERR: Munich 32 error configuring channelized interface: Ctrl = 0x[hex], Channel = [dec]

**Explanation** An unidentified error occurred on Munich 32.

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

**Error Message**

%DSX1-3-M32\_ILLEGAL\_CHANNEL: Munich 32 channel invalid: Ctrl = 0x[hex], Channel = [dec]

**Explanation** The selected channel is not valid.

**Recommended Action** Ensure that the channel supports the needed feature.

**Error Message**

%DSX1-3-M32\_MEM\_ALLOC: Munich 32 channel memory allocation error: Ctrl = 0x[hex], Channel = [dec]

**Explanation** The requested operation could not be accomplished because of a low memory condition.

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

**Error Message**

```
%DSX1-3-M32_NO_TIMESLOT: Munich 32 no timeslot available: Ctrl = 0x[hex],  
Channel = [dec]
```

**Explanation** All timeslots on Munich are assigned.

**Recommended Action** Ensure that there are channels available before use.

**Error Message**

```
%DSX1-3-M32_TIMESLOT_IN_USE: Munich 32 timeslot already configured: Ctrl =  
0x[hex], Channel = [dec]
```

**Explanation** This timeslot was assigned and cannot be used.

**Recommended Action** Ensure that the timeslot is available before use.

**Error Message**

```
%DSX1-3-NOMEMORY: msgtxt_nomemory
```

**Explanation** The requested operation could not be accomplished because of a low memory condition.

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

**Error Message**

```
%ESWITCH-1-DEC21140: ESWITCH([dec]) Failed to initialize DEC21140,  
shutting down bay
```

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

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

**Error Message**

```
%ESWITCH-1-EALE: ESWITCH([dec]) Failed to initialize EALE
```

**Explanation** A hardware error occurred.

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

**Error Message**

```
%ESWITCH-1-MULTICASTADD: ESWITCH([dec]), Cannot add multicast  
[sci_notation]
```

**Explanation** A hardware error occurred.

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

**Error Message**

%ESWITCH-5-NOBRIDGEGROUP: ESWITCH([dec]), Bridge-group must be configured

**Explanation** A configuration error occurred.

**Recommended Action** Configure a bridge-group on the interface.

**Error Message**

%ESWITCH-5-NOMOREVLANS: ESWITCH([dec]), Only [dec] Bridge-Groups (vLANS) are supported

**Explanation** A configuration error occurred.

**Recommended Action** Configure only the allowed number of bridge-groups on the Ethernet switch port adapter.

**Error Message**

%ESWITCH-1-NOTPLX: ESWITCH([dec]) Device is not PLX 9060SD, Device reported [hex]

**Explanation** A hardware error occurred.

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

**Error Message**

%ESWITCH-1-PCIINIT: ESWITCH([dec]) Failed to initialize PCI devices, shutting down bay

**Explanation** A hardware error occurred.

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

**Error Message**

%ESWITCH-1-TSWITCH: ESWITCH([dec]) Failed to initialize TSWITCH

**Explanation** A hardware error occurred.

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

**Error Message**

%ESWITCH-1-TSWITCHEALE: ESWITCH([dec]) Failed to initialize TSWITCH/EALE, shutting down bay

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

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

**Error Message**

```
%ESWITCH-1-UNICASTADD: ESWITCH([dec]), Cannot add unicast [sci_notation]
```

**Explanation** A hardware error occurred.

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

**Error Message**

```
%ESWITCH-1-UNICASTDEL: ESWITCH([dec]), Cannot remove unicast [sci_notation]
```

**Explanation** A hardware error occurred.

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

**Error Message**

```
%ESWITCH-1-UNICASTDELP: ESWITCH([dec]), Cannot flush unicasts from port [dec]
```

**Explanation** A hardware error occurred.

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

**Error Message**

```
%ESWITCH-1-UNICASTDELPV: ESWITCH([dec]), Cannot flush unicasts from VLAN [dec] on uplink
```

**Explanation** A hardware error occurred.

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

**Error Message**

```
%ESWITCH-1-UNICASTDELV: ESWITCH([dec]), Cannot flush unicasts from VLAN [dec]
```

**Explanation** A hardware error occurred.

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

**Error Message**

```
%ESWITCH-1-UNICASTLOCK: ESWITCH([dec]), Cannot lock unicast [sci_notation]
```

**Explanation** A hardware error occurred.

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

### Error Message

%FR-4-NNISUBINTF: Subinterface not supported on Frame Relay NNI

**Explanation** An attempt was made to change the state of a subinterface on a Frame Relay Network-to-Network Interface (NNI).

**Recommended Action** Reconfigure the Frame Relay link type or remove the subinterface.

### Error Message

%FR-3-NOMEMORY: No memory for [chars]

**Explanation** The requested operation could not be accomplished because of a low memory condition.

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

### Error Message

%FW-4-ALERT\_OFF: [chars], count ([dec]/[dec]) current 1-min rate: [dec]

**Explanation** Either the number of half-open connections or the new connection initiation rate has gone below the **max-incomplete low** threshold. This message indicates that the rate of incoming new connections has slowed down and is issued only when the **max-incomplete low** threshold is crossed.

**Recommended Action** This message is for informational purposes only, but it may indicate that an attack has stopped.

### Error Message

%FW-4-ALERT\_ON: [chars], count ([dec]/[dec]) current 1-min rate: [dec]

**Explanation** Either the **max-incomplete high** threshold of half-open connections or the new connection initiation rate has been exceeded. This error message indicates that an unusually high rate of new connections is coming through the firewall, and a DOS attack may be in progress. This message is issued only when the **max-incomplete high** threshold is crossed.

**Recommended Action** This message is for informational purposes only, but it may indicate a security problem.

### Error Message

%FW-2-BLOCK\_HOST: Blocking new TCP connections to host [int] for [dec] minute[chars] (half-open count [dec] exceeded)

**Explanation** This message indicates that any subsequent new TCP connection attempts to the specified host will be denied because the **max-incomplete host** threshold of half-open TCP connections is exceeded, and the blocking option is configured to block the subsequent new connections. The blocking will be removed when the configured **block-time** expires.

**Recommended Action** This message is for informational purposes only, but it may indicate that a SYN flood attack was attempted.

**Error Message**

```
%FW-3-FTP_NON_MATCHING_IP_ADDR: Non-matching address [int] used in [chars]
-- FTP client [int] FTP server [int]
```

**Explanation** An FTP client attempted to use a PORT command or the FTP server attempted to use the response to a PASV command to trick the firewall into opening access to a third-party host that is different from the two hosts engaged in the FTP connection. This message indicates that a suspicious violation was detected while attempting to modify the security policy in the firewall. The command is rejected and the connection is reset by the firewall.

**Recommended Action** This message is for informational purposes only, but it may indicate that an attempt was made to grant or open access to unauthorized hosts.

**Error Message**

```
%FW-3-FTP_PRIV_PORT: Privileged port [dec] used in [chars] -- FTP client
[int] FTP server [int]
```

**Explanation** An FTP client attempted to use a PORT command or the FTP server attempted to use the response to a PASV command to trick the firewall into opening access to a privileged port. This message indicates that a suspicious violation was detected from the FTP client/server attempting to modify the security policy in the firewall. The command is rejected and the connection is reset by the firewall.

**Recommended Action** This message is for informational purposes only, but it may indicate that an attempt was made to gain access to privileged ports.

**Error Message**

```
%FW-3-FTP_SESSION_NOT_AUTHENTICATED: Command issued before the session is
authenticated -- FTP client [int] FTP server [int]
```

**Explanation** An FTP client attempted to use the PORT command or an FTP server attempted to use the response to a PASV command to open a data channel in the firewall prior to the client's successful authentication with the server. This is a suspicious attempt by the client/server to trick the firewall into opening a hole so that outside attackers can take advantage of the firewall opening. This message indicates that a suspicious violation was detected, and the PORT or PASV command/response is rejected by the firewall. The data channel in the firewall will not be opened until the authentication is done successfully.

**Recommended Action** This message is for informational purposes only, but it may indicate that an illegal attempt was made to modify the firewall security policy.

**Error Message**

```
%FW-4-HOST_TCP_ALERT_ON: Max tcp half-open connections ([dec]) exceeded for
host [int]., MSGDEF_LIMIT_MEDIUM
```

**Explanation** The **max-incomplete host** limit of half-open TCP connections has been exceeded. This message indicates that a high number of half-open connections is coming to the protected server, and it may indicate that a SYN flood attack is in progress and is targeted to the specified server host.

**Recommended Action** This message is for informational purposes only, but it may indicate that a SYN flood attack was attempted. If this alert is issued frequently and identified to be mostly false alarms, then the **max-incomplete host** threshold value is probably set too low, and there is a lot of legitimate traffic coming in to that server. In this case, the **max-incomplete host** parameter should be set to a higher number to avoid false alarms.

**Error Message**

`%FW-3-HTTP_JAVA_BLOCK: JAVA applet is blocked from ([int]:[dec]) to ([int]:[dec]).`

**Explanation** A Java applet was seen in the HTTP channel, and the firewall configuration indicates that the applet from this Web site should be prohibited. The message indicates that the applet is being downloaded from one of the prohibited sites and its entrance to the protected network is not allowed. The connection is reset and the transmission of the detected applet is aborted immediately.

**Recommended Action** This message is for informational purposes only, but it may indicate a security problem.

**Error Message**

`%FW-3-NOTFOUND: Session context for ([int]:[dec]) =([int]:[dec]) not found.`

**Explanation** The CBAC code was searching its database for information for a particular inspection session, but this information was not found.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message**

`%FW-6-SESS_AUDIT_TRAIL: [chars] session initiator ([int]:[dec]) sent [int] bytes -- responder ([int]:[dec]) sent [int] bytes`

**Explanation** This message documents the per-session transaction log of network activities. The message is issued at the end of each inspected session, and it records the source/destination addresses and ports as well as the number of bytes transmitted by the client and server.

**Recommended Action** This message is for informational purposes only, and it can be used to collect the basic accounting for the inspected sessions.

**Error Message**

`%FW-3-SMTP_INVALID_COMMAND: Invalid SMTP command from initiator ([int]:[dec])`

**Explanation** The CBAC code detected an invalid SMTP command in the inspected SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system. The command is rejected and the connection is reset by the firewall immediately.

**Recommended Action** This message is for informational purposes only, but it may indicate a security problem.

**Error Message**

`%FW-4-UNBLOCK_HOST: New TCP connections to host [int] no longer blocked`

**Explanation** New TCP connection attempts to the specified host are no longer blocked. This message indicates that the blocking of new TCP attempts to the specified host has been lifted.

**Recommended Action** This message is for informational purposes only, but it may indicate a SYN flood attack was attempted to the host.

**Error Message**

%HMM\_ASYNC-3-CARD\_FAILED\_DOWNLOAD: Unable to download firmware image to digital modem card in slot [dec]

**Explanation** A processor failed to come up on the digital modem card.

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

**Error Message**

%HMM\_ASYNC-3-MODEM\_FAILED\_DIAGS: Digital modem [dec]/[dec] on Simm [dec] failed power on diagnostics

**Explanation** The digital modem did not pass the power diagnostics. It will not be used.

**Recommended Action** If the remaining SIMMs pass diagnostics, remove or replace the problem SIMM before continuing. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%HMM\_ASYNC-3-MODEM\_STOPPED\_PROCESSING\_MAIL: HMM Modem [dec]/[dec] failed to accept a new command

**Explanation** The modem did not accept a new command. This problem may be a transient failure or the modem may remain unusable until the system is reset.

**Recommended Action** You may try to reset the modem by issuing the **clear modem slot/port** command. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%HMM\_ASYNC-3-NOMEMORY: No memory for [chars] of unit [dec]

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

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

**Error Message**

%HMM\_ASYNC-4-NO\_MODEMS\_PRESENT: HMM Digital Modem Card [dec] contains no active modems

**Explanation** There are no modems installed on the network module.

**Recommended Action** Make sure the network module contains properly installed MICA-6DM SIMMs.

**Error Message**

%HMM\_ASYNC-3-NORAWRXPOOL: Unable to create pool for [dec] raw Rx mode buffers

**Explanation** The router does not have enough I/O memory for buffers.

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

**Error Message**

%HMM\_ASYNC-3-NORAWTXPOOL: Unable to create pool [dec] raw Tx mode buffers

**Explanation** The router does not have enough I/O memory for buffers.

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

**Error Message**

%HMM\_ASYNC-3-NOTTYCREATE: Unable to create TTY structure for line [dec]

**Explanation** Unable to create TTY line control block for the specified line. This may be caused by not having enough memory in the router.

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

**Error Message**

%HMM\_ASYNC-3-SIMM\_FAILED\_DOWNLOAD: Unable to download modem firmware image to Simm [dec] in slot [dec]

**Explanation** Modem firmware failed to load onto the SIMM.

**Recommended Action** If firmware successfully loaded onto remaining SIMMs, remove or replace the problem SIMM before continuing. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%HMM\_ASYNC-3-SIMM\_RUNTIME\_ERROR: Simm [dec] in slot [dec] has halted due to a Runtime Error

**Explanation** The portware running on the SIMM was halted because of a runtime error. The six modems contained on the SIMM have been marked “bad” and are not usable until the system is reloaded.

**Recommended Action** Copy the error message exactly as it appears, along with the output from the **show modem** and **show modem log** commands, and report it to your technical support representative.

**Error Message**

%HMM\_ASYNC-3-TDM\_SYNTHESIS\_ERROR: HMM Digital Modem Card [dec] experienced a TDM Synthesis Error.

**Explanation** The digital modem card failed to send or receive PCM data in time to avoid data loss. This may cause the modems to speed shift, retrain, or hangup.

**Recommended Action** Verify that the DS1 interfaces share a common clock source. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%HMM\_ASYNC-3-UNKNOWNPLATFORM: Unknown Platform type to support HMM Network Module

**Explanation** The network module is not compatible with the current platform that it is plugged in to.

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

**Error Message**

%HMM\_ASYNC-3-UNKNOWN\_MESSAGE: Received unknown message 0x[hex] at mail offset [dec] from modem [dec]/[dec]

**Explanation** An unidentified message was received from the modem. This is symptomatic of running an incompatible version of modem firmware.

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

**Error Message**

%IDTATM25-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

**Explanation** The ATM25 network module hardware may be bad.

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

**Error Message**

%IDTATM25-3-FAILSETUPVC: Interface [chars], Failed to setup vc [dec] (Cause: [chars])

**Explanation** The ATM25 network module hardware may be bad.

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

**Error Message**

%IDTATM25-3-FAILTEARDOWNVC: Interface [chars], Failed to down vc [dec] (Cause: [chars])

**Explanation** The ATM25 network module hardware may be bad.

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

**Error Message**

%IDTATM25-1-INITFAIL: IDTATM25([dec]/[dec]), Init failed, CSR[dec]=0x[hex]

**Explanation** The ATM25 network module hardware may be bad.

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

**Error Message**

%IDTATM25-3-NOTIDTATM25: Device reported [hex]

**Explanation** The ATM25 network module hardware may be bad.

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

**Error Message**

%IDTATM25-3-UNSUPPORTED: Interface [chars], [chars] not supported

**Explanation** The ATM25 network module hardware may be bad.

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

**Error Message**

%IPFAST-4-INVALFAIL: Error invalidating IP fast cache due to memory shortage

**Explanation** A shortage of memory could result in incorrect switching decisions.

**Recommended Action** The router memory should be upgraded. If the problem persists, copy the error exactly as it appears and report it to your technical support representative.

**Error Message**

%IPFAST-2-IPCACHEINIT: Error initializing IP fast cache structures

**Explanation** A programming error occurred.

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

**Error Message**

%ISDN-6-CHAN\_UNAVAILABLE: Interface [chars] Requested Channel [dec] is not available

**Explanation** This is an informational message. It is sent when the requested channel is not available.

**Recommended Action** No action is required.

**Error Message**

%ISDN-6-SETUP\_PENDING: Interface [chars] Received SETUP on [dec] Channel when another SETUP is pending

**Explanation** This is an informational message. It is sent when a SETUP is received on top of a pending SETUP.

**Recommended Action** No action is required.

**Error Message**

%LAT-3-BADDATA: Tty[t-line], Data pointer does not correspond to current packet

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message**

`%LAT-3-BUFFULL: Tty[t-line], data buffer full with count [dec]`

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message**

`%LAT-3-NOSYNC: Tty[t-line], Output data ptrs out of sync with byte count`

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message**

`%LAT-3-REUSE: Tty[t-line], Attempt to re-use slot array, empty = [dec],  
fill = [dec]`

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message**

`%LPD-3-MANYLF: Line [t-line], packet has too many newline to convert`

**Explanation** An internal buffer did not have enough room to add all the necessary carriage returns to a packet of LPD data that is destined for a printer configured with a newline-convert command. This message is unlikely to occur with a file containing valid data.

**Recommended Action** Check the file being printed to verify that it contains valid, printable data.

**Error Message**

`%MICA-3-BADMSG: Bad msg from modem([dec]/[dec]): opcode/arg = 0x[hex][hex]`

**Explanation** A message received from the modem was not expected by the driver. If the hardware is newer than the software, this could mean a new response cannot be handled. Otherwise, it is possible that data corruption has occurred in the hardware.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%MICA-5-BOARDWARE_RUNNING: Slot [dec] is running boardware version  
[char].[char].[char].[char]`

**Explanation** This is a status message to indicate the successful start-up of the on-board software (boardware) on one MICA modem port.

**Recommended Action** No action is required.

**Error Message**

%MICA-3-BOARD\_DL\_FAIL: Slot [dec] Boardware download failed because of [chars], all modems are marked bad

**Explanation** A MICA modem failed to download its on-board software (boardware). This was probably caused by a communication error between the router and the MICA hardware.

**Recommended Action** Try powercycling the router. If the message recurs, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%MICA-1-BRDCRASHED: Slot [dec] MICA Board Crashed, Going to Recover

**Explanation** A MICA modem board has crashed. The router will automatically restart and reload.

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

**Error Message**

%MICA-1-BRDINITFAIL: Slot [dec] MICA Board Init Failed : [chars]

**Explanation** A MICA modem board has failed to reset and initialize.

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

**Error Message**

%MICA-5-MODEM\_RECOVERY: Modem ([dec]/[dec]) is being recovered by [chars]

**Explanation** The modem keeps failing to connect, so it is being recovered.

**Recommended Action** No action is required.

**Error Message**

%MICA-5-MODEM\_RECOVERY\_FAIL: Modem ([dec]/[dec]) recovery failed: [chars]

**Explanation** The modem failed to recover.

**Recommended Action** No action is required.

**Error Message**

%MICA-3-NOBOARDWARE: Boardware is not bundled in this IOS image

**Explanation** This image does not contain on-board software (boardware) necessary for MICA modems.

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

**Error Message**

```
%MICA-3-NOBUF: No msg buffer for Modem([dec]/[dec]) in [chars]:[dec]
```

**Explanation** The MICA software was unable to allocate a packet buffer. The system may be out of memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%MICA-4-PWDL_FILENOTFOUND: Slot [dec] Module numbers [chars] are running default IOS image, file [chars] not found in flash
```

**Explanation** The MICA modem on-board software (boardware) was provided from the running Cisco IOS software image because the boardware could not be found in Flash memory.

**Recommended Action** No action is required.

**Error Message**

```
%MICA-3-RCR: Slot [dec] Looking for [hex], but reading [hex]
```

**Explanation** The MICA driver timed out while waiting for a specific response.

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

**Error Message**

```
%MICA-3-UNEXPEVT: Modem([dec]/[dec]) Unexpected Event: [chars] in [chars]
```

**Explanation** An error was reported by the modem hardware that was not expected by the driver.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%MIMIC-3-CONFIGFAIL: The MCOM integrated modem network module in slot [dec] failed to configure. [chars]
```

**Explanation** The integrated modem network module hardware may be bad.

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

**Error Message**

```
%MIMIC-3-CONTROLLERFAIL: The MCOM integrated modem network module controller in slot [dec] [chars]
```

**Explanation** The integrated modem network module hardware may be bad.

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

**Error Message**

%MIMIC-3-DISCOVER: The MCOM integrated modem network module in slot [dec] failed to initialize properly

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Power down, reinsert the network module and reboot. If this message recurs, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%MIMIC-3-DOWNLOAD\_ERR: The [chars] firmware download for the network module in slot [dec] failed

**Explanation** The integrated modem network module hardware may be bad.

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

**Error Message**

%MIMIC-3-INVALID\_PCI\_ID: The network module hardware reports an invalid [chars] device id of [hex]

**Explanation** The integrated modem network module hardware may be bad.

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

**Error Message**

%MIMIC-3-MODEM\_RESET\_ERR: The modem in slot [dec] port [dec] failed to reset (status = 0x[hex])

**Explanation** The integrated modem hardware may be bad.

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

**Error Message**

%MIMIC-3-NOMEMORY: No memory for [chars] of unit [dec]

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

**Recommended Action** Make sure there is sufficient memory available in the router. If you continue to get this message, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%MIMIC-3-SPECIALCDINUSE: Unable to reset MCOM integrated modem [dec]/[dec]

**Explanation** A critical error occurred and the device driver unsuccessfully attempted to reset the modem.

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

**Error Message**

%MIMIC-4-UNKNOWNPLATFORM: The MCOM integrated modem subsystem is not compatible with this router

**Explanation** The MCOM integrated modem subsystem is not compatible with this router.

**Recommended Action** Power down the router, remove the network module, and reboot the router.

**Error Message**

%MMODEM-3-HWFAIL: Cannot determine hardware version for integrated modem Network Module in slot [dec]

**Explanation** The integrated modem network module hardware may be bad.

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

**Error Message**

%MMODEM-3-IMAGEBAD: Integrated modem image file [chars] cannot be loaded

**Explanation** The integrated modem override file does not contain a valid image.

**Recommended Action** The integrated modem network module will be loaded with the default software images. 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.

%MMODEM-3-IMAGEHWINCOMPATMAX: Integrated modem image file [chars] cannot be loaded because it requires a minimum integrated modem network module hardware version between [hex] and [hex], inclusive

**Explanation** The integrated modem override file is not compatible with the integrated modem hardware version.

**Recommended Action** The integrated modem network module will be loaded with the default software images. This override file can only be used with specified network module hardware versions.

**Error Message**

%MMODEM-3-IMAGEHWINCOMPATNOMAX: Integrated modem image file [chars] cannot be loaded because it requires a minimum integrated modem network module hardware version of [hex].

**Explanation** The integrated modem override file is not compatible with the version of integrated modem hardware.

**Recommended Action** The integrated modem network module will be loaded with the default software image(s). This override file can only be used with specified network module hardware versions.

**Error Message**

%MODEM-3-IMAGEIOSINCOMPATMAX: Integrated modem image file [chars] cannot be loaded because it requires an IOS version between [dec].[dec] ([dec].[dec]) and [dec].[dec] ([dec].[dec]), inclusive

**Explanation** The integrated modem override file is not compatible with the Cisco IOS software release running on this router.

**Recommended Action** The integrated modem network module will be loaded with the default software images. This override file can only be used with specified Cisco IOS releases.

**Error Message**

%MODEM-3-IMAGEIOSINCOMPATNOMAX: Integrated modem image file [chars] cannot be loaded because it requires an IOS version of [dec].[dec] ([dec].[dec]) or later

**Explanation** The integrated modem override file is not compatible with the Cisco IOS software release running on this router.

**Recommended Action** The integrated modem network module will be loaded with the default software images. If you wish to use this modem override image file, you must upgrade to the specified Cisco IOS release.

**Error Message**

%MODEM-3-IMAGEWRONGTYPE: Integrated modem image file [chars] cannot be loaded

**Explanation** The integrated modem override file does not contain a valid firmware image.

**Recommended Action** The integrated modem network module will be loaded with the default software images. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%MODEM-5-B2BCONNECT: Modems ([dec]/[dec]) and ([dec]/[dec]) connected in back-to-back test: [chars]

**Explanation** This informational message indicates that a back-to-back test connection has been made between the selected modems.

**Recommended Action** No action is required.

**Error Message**

%MODEM-5-B2BINIT: Auto Back-to-Back test initiated by [chars]

**Explanation** The modem failed to initialize for a back-to-back test.

**Recommended Action** Repeat the test on other modems. If the problem recurs, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%MODEM-5-B2BMODEMS: Modems ([dec]/[dec]) and ([dec]/[dec]) completed back-to-back test: success/packets = [dec]/[dec]

**Explanation** The reported modems passed the back-to-back test without an error.

**Recommended Action** No action is required.

**Error Message**

```
%MODEM-1-BADEVENT: Invalid modem management [chars] event 0x[hex] for
modem([dec]/[dec])
```

**Explanation** Either an out of range value or an unknown event was received by the modem management.

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

**Error Message**

```
%MODEM-1-BADMODEM: Modem ([dec]/[dec]) failed [chars]
```

**Explanation** The modem maintenance process is reporting a modem related error.

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

**Error Message**

```
%MODEM-5-BADMODEMS: Modems ([dec]/[dec]) and ([dec]/[dec]) failed
back-to-back test: [chars]
```

**Explanation** The reported modems failed the back-to-back test.

**Recommended Action** Perform more back-to-back tests by pairing the failed modems with other modems to determine which modem is bad.

**Error Message**

```
%MODEM-1-DL_DSP_FAIL: Modem ([dec]/[dec]) failed DSP download ([dec]):
[chars]
```

**Explanation** The DSP download was not successful.

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

**Error Message**

```
%MODEM-5-DL_DSP_GOOD: Modem ([dec]/[dec]) completed DSP download: [chars]
```

**Explanation** The DSP download was successful.

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

**Error Message**

```
%MODEM-5-DL_DSP_START: Modem ([dec]/[dec]) started DSP download
```

**Explanation** The DSP download has started.

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

**Error Message**

%MODEM-1-DL\_FAIL: Modem ([dec]/[dec]) failed firmware download ([dec]):  
[chars]

**Explanation** The modem maintenance process failed to download the firmware.

**Recommended Action** Repeat the download.

**Error Message**

%MODEM-5-DL\_GOOD: Modem ([dec]/[dec]) completed firmware download: [chars]

**Explanation** The modem maintenance process finished downloading the firmware.

**Recommended Action** No action is required.

**Error Message**

%MODEM-5-DL\_START: Modem ([dec]/[dec]) started firmware download

**Explanation** The modem maintenance process started downloading the firmware.

**Recommended Action** No action is required.

**Error Message**

%MODEM-5-FLEXIBLE: [chars]

**Explanation** This message type is created for all messages that have simple ASCII text and do not have any parameters. The error message explains the problem.

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

**Error Message**

%MODEM-1-HWREV: The T1 or E1 network module in slot [dec] is incompatible with the digital modems installed in the router

**Explanation** This T1 or E1 network module cannot be used with digital modems.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

**Error Message**

%MODEM-1-MODEMOK: Modem ([dec]/[dec]) [chars]

**Explanation** This message indicates that the modem is functioning.

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

**Error Message**

%MODEM-1-MODEMPOLLOFF: Modem Status Poll Off after bad status poll event  
0x[hex] for modem([dec]/[dec] )

**Explanation** Modem status polling is turned off because a bad event was received.

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

**Error Message**

```
%MODEM-5-NO_FLASH_FILE: Flash file [chars] not found for DSP download
```

**Explanation** The **copy flash modem** command was used to download Microcom modems, but the Flash memory had been erased.

**Recommended Action** This is an informational message saying DSP will be downloaded from bundled Cisco IOS software. No action is required. You might choose to copy the firmware image to Flash/BootFlash and copy to modems.

**Error Message**

```
%MODEM-5-NO_TIME_FOR_DC: Warning -- Not enough time to process DC session
```

**Explanation** The DC session did not have enough time to process.

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

**Error Message**

```
%MODEM-3-UNEXPECTED_DC_EV: Error -- dc state machine received unexpected event=[dec] for modem([dec]/[dec])
```

**Explanation** The DC session received an unexpected modem management event.

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

**Error Message**

```
%MODEM-3-UNEXPECTED_DC_STATE: Error -- dc state machine in unknown state=[dec] for modem([dec]/[dec])
```

**Explanation** The DC state machine got into an unknown state.

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

**Error Message**

```
%MODEM-3-UNEXPECTED_RTN_CD_FROM_SND: Error -- unexpected rtn code [dec] after oobp snd for modem([dec]/[dec])
```

**Explanation** An unexpected return code was received after the OOBP message was sent to the modem.

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

**Error Message**

```
%MODEM-3-UNEXPECTED_STATUS_EV: Error -- status state machine received unexpected event=[dec] for modem([dec]/[dec])
```

**Explanation** The status polling state machine received an unexpected event.

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

**Error Message**

%MODEM-3-UNEXPECTED\_STATUS\_STATE: Error -- status state machine in unknown state=[dec] for modem([dec]/[dec])

**Explanation** The status polling state machine got into an unknown state.

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

**Error Message**

%MODEM\_HIST-3-CONTROL:  
[chars]: Control Reply: 0x[hex][hex]

**Explanation** Trace log event: Control Reply.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-CSM\_IC\_CALLED\_NUM:  
[chars]: ISDN incoming called number: [chars]

**Explanation** Trace log event: ISDN incoming called number.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-CSM\_IC\_CALLING\_NUM:  
[chars]: ISDN incoming caller number: [chars]

**Explanation** Trace log event: ISDN incoming caller number.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-CSM\_OC\_CALLED\_NUM:  
[chars]: ISDN outgoing called number: [chars]

**Explanation** Trace log event: ISDN outgoing called number.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-DC\_EVT\_POLL:  
[chars]: DC session response: [chars]

**Explanation** Trace log event: DC session response event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-DC\_SESSION:  
[chars]: DC Session received reply

**Explanation** Trace log event: DC session received reply.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-END\_CALL: [chars] Modem [dec]/[dec] [chars]

**Explanation** End-of-modem-call message.

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

**Error Message**

%MODEM\_HIST-3-MICA\_DYNAMIC\_EVT: [chars]: [chars] [chars]

**Explanation** Trace log event: MICA dynamic event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-MICA\_END\_CONN\_EVT: [chars]: [chars] [chars]

**Explanation** Trace log event: MICA end connection event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-MICA\_LEAD\_EVT: [chars]: [chars]  
[chars], [chars], [chars], [chars]

**Explanation** Trace log event: MICA lead event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-MICA\_OOS\_EVT: [chars]:[chars] Cause: [chars]

**Explanation** Trace log event: MICA out of service event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-MICA\_STARTUP\_EVT: [chars]: [chars] [chars]  
Modem firmware = [dec].[dec].[dec].[dec]

**Explanation** Trace log event: MICA start up event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-MICA\_STATE\_EVT: [chars]:[chars] State: [chars]

**Explanation** Trace log event: MICA state event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-MICA\_STATIC\_EVT: [chars]: [chars] [chars]

**Explanation** Trace log event: MICA static event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-MICA\_STATUS\_EVT: [chars]: [chars] [chars]  
Modem firmware = [dec].[dec].[dec].[dec]

**Explanation** Trace log event: MICA status event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_ANALOG: [chars]: Modem Analog signal event: TX = [dec],  
RX = [dec], Signal to noise = [dec]

**Explanation** Trace log event: Modem analog signal event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_CALLER\_ID: [chars]: Caller ID event: [chars]

**Explanation** Trace log event: Caller ID event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_CONN\_1: [chars]: Connection event: TX/RX Speed =  
[int]/[int], Modulation = [chars]

**Explanation** Trace log event: Connection event part 1.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_CONN\_2: Direction = [chars], Protocol = [chars],  
Compression = [chars]

**Explanation** Trace log event: Connection event part 2.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_CONX\_UPDATE: [chars]: Connection update event: TX/RX  
Speed = [int]/[int], Modulation = [chars]

**Explanation** Trace log event: Connection update event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_DSP\_NEEDED: [chars]: DSP Image Needed Event

**Explanation** The DSP image needs to be downloaded in order for the modem to operate in the 56K mode.

**Recommended Action** Download the DSP image to the modem.

**Error Message**

```
%MODEM_HIST-3-POLL_DTR: [chars]: DTR event: [chars]
```

**Explanation** Trace log event: DTR event.

**Recommended Action** No action is required.

**Error Message**

```
%MODEM_HIST-3-POLL_END_1: [chars]: End connection event: Retransmits for  
MNP block (TX/RX) = [dec]/[dec]
```

**Explanation** Trace log event: End connection event part 1.

**Recommended Action** No action is required.

**Error Message**

```
%MODEM_HIST-3-POLL_END_2: Duration = [dec]:%-02d:%-02d, Number of TX/RX  
char = [dec]/[dec]
```

**Explanation** Trace log event: End connection event part 2.

**Recommended Action** No action is required.

**Error Message**

```
%MODEM_HIST-3-POLL_END_3: Local Disc Reason = [chars], Remote Disc Reason  
= [chars]
```

**Explanation** Trace log event: End connection event part 3.

**Recommended Action** No action is required.

**Error Message**

```
%MODEM_HIST-3-POLL_ERROR: [chars]: Polling protocol error event: 0x[hex]
```

**Explanation** Trace log event: Polling protocol error event.

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

**Error Message**

```
%MODEM_HIST-3-POLL_EVT_LOST: [chars]: Status event lost: 0x[hex]
```

**Explanation** Trace log event: Status event lost.

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

**Error Message**

```
%MODEM_HIST-3-POLL_INACT: [chars]: Modem Activity event: [chars]
```

**Explanation** Trace log event: Modem activity event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_MODEM\_STATE: [chars]: Modem State event: [chars]

**Explanation** Trace log event: Modem state event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_NO\_RESP: [chars]: No poll response event: 0x[hex]

**Explanation** Trace log event: No poll response event.

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

**Error Message**

%MODEM\_HIST-3-POLL\_PHONE: [chars]: Phone number event: [chars]

**Explanation** Trace log event: Phone number event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_PROGRESS: [chars]: Call Progress event: [chars]

**Explanation** Trace log event: Call progress event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_RS232: [chars]: RS232 event: [chars][char]  
[chars][char][chars][char][chars][char][chars][char][chars][char]  
[chars][char]

**Explanation** Trace log event: RS-232 event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_TX\_RX: [chars]: TX/RX event: TXD=[chars], RXD=[chars]

**Explanation** Trace log event: TX/RX event.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-POLL\_UNKNOWN: [chars]: Unknown or lost event 0x[hex]

**Explanation** Trace log event: Unknown or lost event.

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

**Error Message**

```
%MODEM_HIST-3-STARTUP: [chars]: Startup Response: [chars].  
Modem (boot) firmware = [dec].[dec].[dec] ([dec].[dec].[dec])
```

**Explanation** Trace log event: Startup response.

**Recommended Action** No action is required.

**Error Message**

```
%MODEM_HIST-3-TRACE_HDR: Modem [dec]/[dec] Events Log:
```

**Explanation** This is the trace log file header.

**Recommended Action** No action is required.

**Error Message**

```
%MODEM_HIST-3-UNKNOWN_FRAME: [chars]: Error in events log
```

**Explanation** Trace log event: An event cannot be read.

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

**Error Message**

```
%MODEM_NV-5-FLEXIBLE: [chars]
```

**Explanation** This message type is created for all messages that have simple ASCII text and do not have any parameters. The error message explains the problem.

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

**Error Message**

```
%OOBP-1-ASYNC_NO_RSP: Warning -- reset async oobp no response
```

**Explanation** The asynchronous driver does not response to the **async reset** command.

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

**Error Message**

```
%OOBP-1-OOBP_CANT_BE_USED: Warning -- oobp can't be used
```

**Explanation** The asynchronous driver cannot send out the OOBP message because there is no resource.

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

### Error Message

`%OOBP-1-TIMEOUT_AT_WRONG_STATE: Warning -- OOBP driver timeout at wrong state`

**Explanation** OOBP driver timed-out at the wrong OOBP state.

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

### Error Message

`%PA-3-BRINGUPFAIL: port adapter in bay [[dec]] failed to reset`

**Explanation** An attempt to reset and initialize the port adapter timed out.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

`%PA-3-DEACTIVATED: port adapter in bay [[dec]] powered off`

**Explanation** The port adapter is being powered off.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

`%PAD-3-GETLINE: Tty[t-line], bad return code [dec] from x3_getline()`

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears and report it to your technical support representative.

### Error Message

`%PAD-2-PUTSETUP: Tty[t-line], buffer already setup`

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears and report it to your technical support representative.

### Error Message

`%PARSER-4-INVLDLINE: Invalid line in NV generation: [t-line]`

**Explanation** The parser failed an internal software check.

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

**Error Message**

%PQUICC-1-BADHDXFSM: PQUICC([dec]/[dec]), Unexpected HDX state [dec], event [dec]

**Explanation** A bad event was detected in the state machine for half-duplex transmission/reception.

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

**Error Message**

%PQUICC-5-COLL: Unit [dec], excessive collisions. Retry limit [dec] exceeded

**Explanation** An Ethernet cable is broken or unterminated.

**Recommended Action** Check cables for proper connections and termination.

**Error Message**

%PQUICC-1-CTSLOST: PQUICC([dec]/[dec]), Clear to Send Lost

**Explanation** The Clear To Send (CTS) input signal on a data terminal equipment (DTE) serial interface became inactive while transmitting a frame. This problem is a result of a communication line failure or cable disconnection.

**Recommended Action** Check the serial interface cable and/or communication equipment, such as the channel service unit/data service unit (CSU/DSU).

**Error Message**

%PQUICC-5-HBEAT: Unit [dec], heartbeat check failure

**Explanation** The Ethernet transceiver is malfunctioning.

**Recommended Action** Replace the hardware.

**Error Message**

%PQUICC-1-INITFAIL: PQUICC([dec]/[dec]), SCC[dec] init failed

**Explanation** The software failed to initialize or restart a 1T serial card.

**Recommended Action** Clear the serial interface. If the message recurs, call your technical support representative for assistance.

**Error Message**

%PQUICC-5-LATECOLL: Unit [dec], late collision error

**Explanation** The Ethernet cable might be too long, or there could be too many repeaters such that the delay from one end to the other is too long. The Ethernet cable might be overloaded with too many users.

**Recommended Action** Verify that your Ethernet cable is the correct length and that you do not have too many repeaters in use. If these are not the problem, try removing hosts from the Ethernet segment to reduce the load.

**Error Message**

%PQUICC-1-LINEFLAP: PQUICC([dec]/[dec]), Excessive modem control changes

**Explanation** The system received too many modem control signal interrupts. Modem control signals are hardware handshake signals between data terminal equipment (DTE) and data communications equipment (DCE). The signals include either a data carrier detect (DCD) or a data set ready (DSR), or both DCD and DSR.

**Recommended Action** Check the serial interface cable. The error can occur if the cable is disconnected or has come loose and is picking up noise. If the cable appears to be connected correctly, check the equipment connected to the cable.

**Error Message**

%PQUICC-1-LOSTCARR: Unit [dec], lost carrier. Transceiver problem?, (ONEMIN)

**Explanation** The Ethernet 10BaseT cable is unplugged.

**Recommended Action** Connect the 10BaseT Ethernet cable.

**Error Message**

%PQUICC-1-NOMEMORY: msgtxt\_nomemory

**Explanation** The MPC860/PowerQUICC 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 great deal 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**

%PQUICC-3-OWNERR: msgtxt\_ownership

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message**

%PQUICC-1-TOOBIG: PQUICC([dec]/[dec]), packet too big

**Explanation** A packet greater than the assigned MTU of this serial interface was queued up for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%PQUICC-1-TOOSMALL: PQUICC([dec]/[dec]), packet was less than 2 bytes

**Explanation** A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate a hardware error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%PQUICC-1-TXERR: [chars]: Fatal transmit error. Restarting...

**Explanation** A fatal transmit error occurred on the interface, causing the line to be restarted.

**Recommended Action** If this message recurs, call your technical support representative for assistance.

**Error Message**

%PQUICC-1-UNDERFLO: PQUICC([dec]/[dec]), Transmit underflow

**Explanation** While transmitting a frame, the serial controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

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

**Error Message**

%PQUICC-1-UNEXPECTED\_INTERRUPT: PQUICC([dec]), Unexpected modem-signal interrupt

**Explanation** The software did not expect to see a modem control signal change on this type of WIC card interface.

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

**Error Message**

%PQUICC-3-UNKNOWN\_SCCS: PQUICC, Incorrect SCC number

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message**

%PQUICC-1-UNKNOWN\_WIC: PQUICC([dec]), WIC card has an unknown ID of 0x[hex]

**Explanation** The software does not recognize the type of WIC card plugged into the port module.

**Recommended Action** Check the part number on the WIC card to verify that it is supported in the Cisco IOS release operational on the router or contact your technical support representative.

**Error Message**

%PQUICC-1-UNSUPPORTED\_CONFIG: Slot [dec] has an unsupported combination of ISDN WAN interface cards

**Explanation** It is not possible to support this type of BRI card in slot 1 along with another BRI card in slot 0.

**Recommended Action** Remove one of the BRI cards from either slot.

**Error Message**

%PQUICC-1-WRONG\_SLOT: PQUICC([dec]), BRI card in wrong slot(1)

**Explanation** The BRI card is not supported in WIC slot 0.

**Recommended Action** Power down, move the BRI card to the other WIC slot on the port module and reboot.

**Error Message**

`%RADIUS-3-ALLDEADSERVER: No active radius servers found. Id [dec]`

**Explanation** All RADIUS servers were unresponsive.

**Recommended Action** Check the network connectivity to the RADIUS servers, and verify that the servers are running.

**Error Message**

`%RADIUS-3-NOSERVERS: No Radius hosts configured`

**Explanation** RADIUS is attempting to send a request, but there are no hosts configured that can receive the request.

**Recommended Action** Configure a host with the **radius-server** command.

**Error Message**

`%RPS-3-ACFAIL: System detected Redundant Power System AC FAIL condition`

**Explanation** One of the AC inputs failed on the Redundant Power Supply. The “AC Input” LED on the front of the Redundant Power Supply will identify which AC input has failed.

**Recommended Action** Ensure that the AC circuit in your building is operational, verify that the power cord is plugged into the Redundant Power Supply, and make sure that the AC power switch on the Redundant Power Supply is on.

**Error Message**

`%RPS-3-ACOK: Redundant Power System AC condition is now normal`

**Explanation** The Redundant Power System AC is normal.

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

**Error Message**

`%RPS-3-DCFAIL: System detected Redundant Power System DC FAIL condition.`

**Explanation** The Redundant Power System experienced a DC failure.

**Recommended Action** One of the DC outputs has failed on the Redundant Power Supply. The “DC Status” LED on the front of the Redundant Power Supply will identify which DC output has failed. When there is a DC failure, you need to replace the Redundant Power Supply.

**Error Message**

`%RPS-3-DCOK: Redundant Power System DC condition is now normal`

**Explanation** The Redundant Power System DC is normal.

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

**Error Message**

`%RPS-3-MULTFAIL: There is more than one failure with the Redundant Power System; please resolve problems immediately`

**Explanation** The Redundant Power System experienced multiple failures. This is a critical condition.

**Recommended Action** There are multiple failures on the Redundant Power Supply. Examine the LEDs on the front of the Redundant Power Supply to find out what failed.

**Error Message**

```
%RPS-3-OVERTEMP_OK: System temperature is now normal
```

**Explanation** The system is operating at a normal temperature.

**Recommended Action** The system previously detected an over temperature condition that has now cleared. This is most likely because of a high ambient temperature where the router is located.

**Error Message**

```
%RPS-3-RPSOK: Redundant Power System is now normal
```

**Explanation** The Redundant Power System is operating normally.

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

**Error Message**

```
%RPS-3-THERMAL: System detected Redundant Power System THERMAL FAIL  
condition
```

**Explanation** The Redundant Power System experienced either a fan failure or an over temperature condition.

**Recommended Action** Look at the FAN and TEMP LEDs on the front of the Redundant Power Supply. If the FAN LED is amber, one of the fans has failed and you should replace the Redundant Power Supply. If the TEMP LED is amber, the ambient temperature is too high.

**Error Message**

```
%RPS-3-THERMOK: Redundant Power System THERMAL condition is now normal.
```

**Explanation** The Redundant Power System THERMAL is now normal.

**Recommended Action** The Redundant Power Supply previously detected an over temperature condition that has now cleared. This is most likely because of a high ambient temperature where the Redundant Power Supply is located. A Redundant Power System thermal failure can also be caused by a fan failure in the Redundant Power Supply.

**Error Message**

```
%RSP-2-BADCACHE: Possible cache overrun detected.  
datagram size 0x[hex] : sub interface mtu 0x[hex]  
bufhdr [hex]: [hex] [hex] [hex] [hex]  
Flushing Cache
```

**Explanation** A packet greater than the maximum possible MTU was processed, or an illegal buffer header data area was found.

**Recommended Action** Call your technical support representative for support.

**Error Message**

```
%RSP-3-SLAVE_NVRAM_BUSY: Slave NVRAM is temporarily busy
```

**Explanation** Another process is temporarily locking the slave configuration.

**Recommended Action** Retry the command that caused the error message. If the error message recurs, check for other EXECs by issuing the **show users** command. If you know that there are no other users locking the slave NVRAM, then contact your technical support representative for assistance.

**Error Message**

%SCHED-2-MESSAGE: Key ([chars]) does not match key ([chars]) of process ([dec]) in process\_send\_message request

**Explanation** An attempt was made to send a message to a process. The key associated with that process did not match the key in the message. This usually means an incorrect process ID was used in the send message request.

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

**Error Message**

%SEC-6-IPACCESSLOGRP: list [chars] [chars] [chars] [int] [chars]-[int], [dec] packet [chars]

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

**Error Message**

%SEC-6-IPACCESSLOGS: list [chars] [chars] [int] [dec] packet [chars]

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

**Error Message**

%SERVICE\_MODULE-0-INITWICFAILURE: Unit [chars] - failed to download properly

**Explanation** The CSU/DSU driver detected a checksum error while downloading WIC firmware.

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

**Error Message**

%SERVICE\_MODULE-4-WICNOTREADY: Unit [chars] not ready for next command

**Explanation** The module was waiting for the current request to be processed before sending the next request. The current request has been in progress for more than 3 seconds.

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

**Error Message**

%SGBP-3-INVALIDADDR: Stack group [chars] IP address [int]

**Explanation** The current configuration does not allow a local IP address to be configured using the **sGBP member** command. Any local address is automatically removed from the SGBP group.

**Recommended Action** Do not configure the **sGBP member** command.

**Error Message**

`%SNMP_MGR-4-BADAUTHTYPE: Unsupported SNMP authorization type: [int]`

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

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

**Error Message**

`%SNMP_MGR-3-BADINFORMTRANSPORT: Unknown inform transport type: [chars]`

**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-4-BADRESPONSESTATUS: Unknown response status code: [int]`

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

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

**Error Message**

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

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

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

**Error Message**

`%SNMP_MGR-3-MISSINGHOST: Cannot locate information on SNMP informs host: [int]`

**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** command may clear the condition. Otherwise, reloading the system may be necessary.

**Error Message**

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

**Explanation** The number of unacknowledged inform requests has reached the configured maximum limit. In order to make resources available 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 on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%STANDBY-3-BADAUTH: Bad authentication from [int], remote state [chars]`

**Explanation** Two routers participating in the Hot Standby protocol disagree on the valid authentication string.

**Recommended Action** Use the **standby authentication** interface configuration command to repair the Hot Standby protocol authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message**

`%STANDBY-3-DUPADDR: Duplicate IP address [int] detected on [chars]`

**Explanation** The IP address in an HSRP message received on the interface is the same as the router's own IP address. This may be because of misconfiguration or a malfunctioning switch.

**Recommended Action** Check the configurations on all the HSRP routers, and ensure that any switches you have are functioning properly.

**Error Message**

`%SW56-3-ERR_MSGQ: [chars]`

**Explanation** A message was not sent to an internal software process.

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

**Error Message**

`%SW56-1-INITSYS: [chars]`

**Explanation** SW56 initialization failed, most likely because of a lack of memory.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

`%SYS-2-BADPID: Bad pid [dec] for tty [t-line]`

**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**

```
%SYSMGT_RPC-3-CLEAR_COUNTERS_SUPPORT: Clear extended counter on [chars] failed
```

**Explanation** A **clear extended counter** command failed because either the CIP microcode version does not support this command or a problem exists in the code.

**Recommended Action** First verify that the microcode version running on the CIP is equal to or greater than the version displayed on the **show microcode** command. If it is, then the problem is a software problem and you should call your technical support representative.

**Error Message**

```
%SYSMGT_RPC-3-RPC_ERROR: SYSMGT RPC - RPC [chars] [chars] failed ([chars] [dec])
```

**Explanation** A System Management Remote Procedure Call operation failed. 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 may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call 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 is deprecated and should no longer be used.

**Recommended Action** Use the **timeout login response** command instead.

**Error Message**

```
%TAC-3-XTACACL: [chars]: accesslist 0x[hex] out of range for [chars]
```

**Explanation** The TACACS facility created a message that contains an access list that is not a valid access list (out of bounds).

**Recommended Action** If this message recurs, call your technical support representative for assistance.

**Error Message**

```
%TCP-2-BADREFCNT: Tty[t-line]: Bad refcnt for packet 0x[hex] during retransmit, [chars]:[dec] to [chars]:[dec], state [dec]
```

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message**

```
%TCP-2-BADTCBREFCNT: Bad TCB refcount: TCB 0x[hex], refcnt [dec]
```

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message**

%TCP-2-BUFFER: Tty[t-line], buffering bug

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message**

%TCP-2-HALFCLOSE: Tty[t-line], tcp\_putbyte() write disabled

**Explanation** TCP received a packet from a user application after the connection was already half closed.

**Recommended Action** Determine which TCP application is still sending after the connection was half closed.

**Error Message**

%TCP-2-INVALIDTCB: Invalid TCB pointer: 0x[hex]

**Explanation** An invalid TCB is used.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message**

%TCP-2-INVALIDTCPENCAPS: Invalid TCB encaps pointer: 0x[hex]

**Explanation** An invalid TCP ENCAPS was used.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message**

%TCP-2-PUTBYTE: Tty[t-line], tcp\_putbyte() with blocking disabled

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message**

%TCP-6-TOOBIG: Tty[t-line], too many bytes of options ([dec])

**Explanation** An internal software error occurred.

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

**Error Message**

%TR-3-ADPCHK: Interface [chars], adapter check error (non-fatal) ([hex] [hex] [hex] [hex])

**Explanation** The Token Ring monitor firmware detected a non-fatal error on the interface card.

**Recommended Action** Issue a clear interface command. If this message recurs, call your technical support representative for assistance.

**Error Message**

%TR-3-ADPCHKFATAL: Interface [chars], adapter check error (fatal) ([hex] [hex] [hex] [hex])

**Explanation** The Token Ring monitor firmware detected a fatal error on the interface card.

**Recommended Action** Issue a **clear interface** command. If this message recurs, call your technical support representative for assistance. You may need to replace the interface card.

**Error Message**

%UBR7200-3-BADARPREPLY: ARP reply from an invalid source. Expected SID [dec] Actual SID [dec]

**Explanation** A spoofing attempt may be occurring.

**Recommended Action** Look for a possible spoofing attempt.

**Error Message**

%UBR7200-3-BADIPSOURCE: IP packet from invalid source. Expected SID [dec] Actual SID [dec]

**Explanation** A spoofing attempt may be occurring.

**Recommended Action** Look for a possible spoofing attempt.

**Error Message**

%UBR7200-5-BADMNCMSG: Invalid MCNS Message Received from a Cable Modem for Interface [chars]

**Explanation** This is an MCNS message, but not an appropriate message for the uBR.

**Recommended Action** Locate the cable modem sending this message and replace it with an MCNS compliant modem.

**Error Message**

%UBR7200-3-BADUSPORT: Interface [chars] Port U[dec] invalid, highest port number is U[dec]

**Explanation** The upstream port number is invalid.

**Recommended Action** Reissue the command with a valid upstream port number.

**Error Message**

%UBR7200-3-CHASSIS: Unknown chassis model

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%UBR7200-3-CONFIG: Recommended port adapter configuration exceeded

**Explanation** The CPU board is too slow for the current configuration.

**Recommended Action** Replace the CPU board with a more powerful version.

**Error Message**

%UBR7200-4-COOKIE: Corrupt or missing MAC address cookie using random base [sci\_notation]

**Explanation** Data stored in midplane is bad.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%UBR7200-0-CPUCARD: CMTS([dec]/[dec]), Init failed, CSR[dec]=0x[hex]

**Explanation** This message most likely indicates a hardware failure.

**Recommended Action** Replace the defective line card.

**Error Message**

%UBR7200-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

**Explanation** This message is most likely a system or hardware failure.

**Recommended Action** Replace the defective line card.

**Error Message**

%UBR7200-0-LOWPOWERCPU: uBR requires CPU card type NPE150 or higher

**Explanation** NPE100 is not supported in uBR.

**Recommended Action** Upgrade the CPU card to NPE150 or higher.

**Error Message**

%UBR7200-4-MACBLKSIZE: Unknown MAC address block size.

**Explanation** Data stored in the midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%UBR7200-4-NOCPUVER: Invalid CPU ID, assuming revision 1

**Explanation** The CPU revision ID is unreadable.

**Recommended Action** Update the CPU board.

**Error Message**

%UBR7200-3-NOMAC: Can't allocate MAC address for interface [int]/[int]

**Explanation** Your system is out of available MAC addresses.

**Recommended Action** Contact technical support.

**Error Message**

%UBR7200-3-NOMORESIDS: Maximum SIDS have been allocated for Interface [chars]

**Explanation** The maximum number of cable modems are online.

**Recommended Action** Assign the cable modem to another line card.

**Error Message**

%UBR7200-5-NOMULTIPLEUPSTREAMS: Upstream Channel Change not valid for Interface [chars]

**Explanation** The CMTS software does not support this command for this interface.

**Recommended Action** Use this command only on a multiple upstream line card.

**Error Message**

%UBR7200-3-NOTCMTS: Device reported [hex]

**Explanation** This is most likely a hardware failure.

**Recommended Action** Replace the defective hardware.

**Error Message**

%UBR7200-5-NOTIMPLMENTEDMNCMSG: Not Implemented MCNS MESSAGE Received from a Cable Modem for Interface [chars]

**Explanation** This uBR does not support this type of message.

**Recommended Action** This message is informational only.

**Error Message**

%UBR7200-3-NULLMAPPTR: Cannot send maps as current\_map ptr is NULL, dsARROW[hex], current\_mapARROW[hex]: [chars]

**Explanation** This is either an internal error or a memory problem.

**Recommended Action** Check your available memory. If necessary, add more memory to the system.

**Error Message**

%UBR7200-3-OWNERR: CMTS([dec]/[dec]), Buffer ownership error, pak=0x[hex]

**Explanation** This is most likely a hardware failure.

**Recommended Action** Replace the defective board.

**Error Message**

%UBR7200-3-SLOTS: Number of slots in chassis is undefined

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%UBR7200-3-SPIERRNRD: SPI PENDING NO READ DATA: spistat=0x[hex], chid=0x[hex], cmd=0x[hex], regaddr=0x[hex]

**Explanation** A read error occurred on the PHY chip serial communications bus.

**Recommended Action** Replace the defective line card.

**Error Message**

%UBR7200-3-SPIERRR: SPI PENDING READ ERROR: spistat=0x[hex], chid=0x[hex], cmd=0x[hex], regaddr=0x[hex]

**Explanation** A read error occurred on the PHY chip serial communications bus.

**Recommended Action** Replace the defective line card.

**Error Message**

%UBR7200-3-SPIERRRBS: SPI BUS READ 0x[hex] BYTES SHORT: spistat=0x[hex], chid=0x[hex], cmd=0x[hex], regaddr=0x[hex]

**Explanation** A read error occurred on the PHY chip serial communications bus.

**Recommended Action** Replace the defective line card.

**Error Message**

%UBR7200-3-SPIERRW: SPI PENDING WRITE ERROR: spistat=0x[hex], chid=0x[hex], cmd=0x[hex], regaddr=0x[hex]

**Explanation** A write error occurred on the PHY chip serial communications bus.

**Recommended Action** Replace the defective line card.

**Error Message**

%UBR7200-5-TIMESCH: Time scheduled event, spectrum group [int], [chars]

**Explanation** A time scheduled reconfiguration event occurred on an interface.

**Recommended Action** No action is required.

**Error Message**

%UBR7200-5-UNREGSIDTIMEOUT: CMTS deleted unregistered Cable Modem [sci\_notation]

**Explanation** An unregistered cable modem was deleted to avoid unaccounted bandwidth usage.

**Recommended Action** Check the modem interface configuration for registration bypass or errors in the TFTP configuration file.

**Error Message**

%UBR7200-5-UPDOWN: Interface [chars] Port U[dec], changed state to [chars]

**Explanation** The upstream port was brought up or down.

**Recommended Action** No action is required.

**Error Message**

%UBR7200-5-USFREQCHG: Interface [chars] Port U[dec], frequency changed to [int].%03u MHz

**Explanation** The upstream channel frequency was changed.

**Recommended Action** No action is required.

**Error Message**

%UBR7200-5-USIPLCHG: Interface [chars] Port U[dec], input power level changed to [dec] dBmV

**Explanation** The upstream channel input power level was changed.

**Recommended Action** No action is required.

**Error Message**

%UBR7200-4-VERSION\_MISMATCH: Midplane data version mismatch.

**Explanation** Data stored in midplane is out of date and needs to be updated.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%VPDN-6-AUTHENERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS is unable to locate an AAA server for the purposes of authenticating the user or tunnel. An error of this type indicates that the router was unable to establish a network connection with the designated/configured server. A reason string may also be present to provide further information.

**Recommended Action** Check the AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

**Error Message**

%VPDN-6-AUTHENFAIL: [chars] [chars] [chars], [chars] authentication failure [chars] for [chars] [chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS has failed to authenticate a user or a tunnel, or the HGW/LNS has failed authentication with the client that initiated the session. For authentication failures of the user or tunnel a reason string should be present, which will indicate the point of failure. When a client fails to authenticate the HGW, a reason string may be present depending upon the point of failure.

**Recommended Action** Check username configuration on the NAS/LAC or HGW/LNS and possibly even the client if the HGW/LNS is failing authentication, removing the negotiation of outbound authentication is one possible solution (that is, only authenticate the user in the inbound direction). If AAA is applicable, check AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

**Error Message**

%VPDN-6-AUTHORERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS is unable to locate an AAA server for the purposes of authorizing the user or tunnel. An error of this type indicates that the router was unable to establish a network connection with the designated/configured server. A reason string may also be present to provide further information.

**Recommended Action** Check AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

**Error Message**

%VPDN-6-AUTHORFAIL: [chars] [chars] [chars], [chars] authorization failure for [chars] [chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS has failed to authorize a user or a tunnel. A reason string may be present to indicate the point of failure.

**Recommended Action** Check the authorization configuration on the NAS/LAC or HGW/LNS. If AAA is applicable, check network connectivity to the AAA server(s).

**Error Message**

%VPDN-6-CLOSED: [chars] [chars] [chars] closed [chars] [chars] [chars] [chars] [chars]

**Explanation** The remote server (typically the HGW/LNS) closed this session. The reason for the closure is encoded in a hexadecimal format and corresponds to the particular protocol descriptions (for example, L2F values are documented in section 4.4.5 of the Internet Draft). A description string, which describes the closure reason, may also be present.

**Recommended Action** Check the configuration on the NAS/LAC or HGW/LNS.

**Error Message**

%VPDN-4-MIDERROR: [chars] [chars] [chars] unable to terminate user [chars] [chars] [chars]

**Explanation** The HGW/LNS was unable to complete the forwarding of the VPDN user due to an internal error. This error may be resource related or configuration related. A reason string may be present to indicate the point of failure.

**Recommended Action** Check the configuration on the HGW/LNS.

**Error Message**

%VPDN-5-NOIDB: [chars] [chars] [chars] unable to terminate user [chars]

**Explanation** The HGW/LNS is out of resources to create sessions for VPDN forwarded users. In particular it has reached the maximum number of interfaces allowed on the router.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message**

%VPDN-3-NORESOURCE: [chars] [chars] [chars] no resources for user [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS is out of resources for the forwarding of a VPDN user.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message**

%VPDN-6-TIMEOUT: [chars] [chars] [chars] disconnected [chars] [chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS has disconnected the user due to expiration of a timer. This may be PPP negotiation related or an absolute timeout for the session.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message**

```
%VPDN-5-UNREACH: [chars] [chars] [chars] is unreachable
```

**Explanation** The NAS/LAC or HGW/LNS has timed out while attempting to establish a tunnel connection to a HGW/LNS or NAS/LAC. This may be due to network or authentication/authorization issues.

**Recommended Action** Check configuration on the NAS/LAC or HGW/LNS, check network connectivity between the NAS/LAC and HGW/LNS. Check if the tunnel setup needs to have a different source IP address from that of the NAS/LAC.

**Error Message**

```
%XCPA-3-BADHWVER: bay [[dec]] pre-production hardware version detected  
(hw:[int].[int], [int].[int])
```

**Explanation** The port adapter hardware major version is 0, which indicates that the hardware is preproduction. Port adapters with this hardware version were provided to Early Field Test (EFT) and Beta customers. These port adapters should be upgraded.

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

**Error Message**

```
%XCPA-3-BOOTCFG: bay [[dec]] unable to download boot configuration  
information.
```

**Explanation** After microcode was downloaded to the channel port adapter, an attempt was made to copy boot information into its memory. This operation failed. The port adapter will be deactivated. Reissuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** Try the **microcode reload** operation again. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-BOOTFAIL: bay [[dec]] [chars] [chars]
```

**Explanation** The channel port adapter did not become operational after microcode was downloaded and the CPU was taken out of reset. The message contains the reason reported by the channel port adapter. The port adapter will be deactivated. Reissuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** Try the **microcode reload** operation again. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**

- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

### Error Message

```
%XCPA-3-BOOTVER: bay [[dec]] incompatible microcode (boot version  
[int].[int] not within [int].[int] - [int].[int])
```

**Explanation** An incompatibility exists between the system image version and the microcode version.

**Recommended Action** Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Ensure that the correct version of microcode exists in Flash.

Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands:

- **show tech**
- **show microcode**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

### Error Message

```
%XCPA-3-DEACTIVATED: bay [[dec]] deactivated
```

**Explanation** The port adapter is being deactivated because it failed to successfully complete initialization. Other messages in the log specify the exact cause of the failure. Issuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** If possible, correct any errors indicated by the other messages occurring at the time of this message. Try the **microcode reload** operation. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

### Error Message

```
%XCPA-3-DMAERROR: bay [[dec]] dma error: [chars]
```

**Explanation** A DMA failure occurred.

**Recommended Action** Try the **microcode reload** operation. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-DWNLDCKSM: bay [[dec]] checksum calculated [hex], expected [hex]
```

**Explanation** The calculated checksum of a section in the downloadable microcode file did not match the expected value.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%XCPA-3-DWNLDFAIL: bay [[dec]] download failed [chars] [chars]
```

**Explanation** The microcode download failed due to the reason specified in the message. The port adapter will be deactivated. Reissuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** Try the **microcode reload** operation again. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-HWVER: bay [[dec]] incompatible microcode (hw:[int].[int],  
[int].[int])
```

**Explanation** An incompatibility exists between the port adapter hardware and the version of microcode that the system image attempted to load.

**Recommended Action** Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Ensure that the correct version of microcode exists in flash.

Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands:

- **show tech**
- **show microcode**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

### Error Message

`%XCPA-3-INITFAIL: bay [[dec]] initialization failed: [chars]`

**Explanation** The channel port adapter driver failed to successfully initialize the hardware on the channel port adapter. The port adapter will be deactivated. Issuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** Try the **microcode reload** operation. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your technical support representative.

### Error Message

`%XCPA-3-IPC: bay [[dec]] - [chars] (code=[[dec]])`

**Explanation** A channel port adapter IPC error occurred. The channel port adapter in the specified bay is unusable.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

`%XCPA-3-NEVER: bay [[dec]] mailbox response timed out after ([int] + [int]) usecs, mbx=[[hex]]`

**Explanation** A mailbox command sent from the driver to the channel port adapter never completed within the expected time limit. As a result of this error, the channel port adapter driver will reset the port adapter and reload microcode to it.

**Recommended Action** If the reset and reload did not rectify the problem, try the **microcode reload** operation again. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-NOTANALYZED: bay [[dec]] analyze failed
```

**Explanation** The channel port adapter driver failed to successfully complete the necessary tasks for initial startup of the port adapter. This is typically because of memory shortage. Previous messages in the log will indicate the exact reason for the failure. The port adapter will be deactivated. Issuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** Try the **microcode reload** operation. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-NOTLOADED: bay [[dec]] port adapter download and reset failed
```

**Explanation** The channel port adapter driver failed to successfully complete the necessary tasks for downloading microcode to the port adapter and bringing its CPU out of reset. Previous messages in the log will indicate the exact reason for the failure. The port adapter will be deactivated. Issuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** Try the **microcode reload** operation. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-NOTOPER: bay [[dec]] not operational after [dec] usecs;  
status=[hex]
```

**Explanation** After a microcode download, the channel port adapter did not send a message within the expected time limit indicating that it was operational. The port adapter will be deactivated. Reissuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** Try the **microcode reload** operation. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

### Error Message

%XCPA-3-PORTCONN: bay [[int]] failed to establish [chars] connection  
( [hex] )

**Explanation** An attempt to establish the console or debugger connection with the channel port adapter failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

%XCPA-3-PORTIOKILL: Port IO [chars] process terminating.

**Explanation** An unexpected termination of a port I/O process occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

%XCPA-3-POWEREDOFF: bay [[dec]] powered off

**Explanation** The port adapter has been powered off. Other messages in the log specify the cause of this event. Issuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** If possible, correct any errors indicated by the other messages occurring at the time of this message. Try the **microcode reload** operation. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

### Error Message

%XCPA-3-RXQ: [chars] - consistency error - [chars] ([hex], [dec])

**Explanation** A consistency check failed while receiving packets from the Channel Port Adapter. The packet has been dropped.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%XCPA-3-SWITCH: Driver init failed - [chars] (bay=[dec])
```

**Explanation** xCPA packet switch driver initialization failed. The Channel Port Adapter will not be usable.

**Recommended Action** If the error still occurs, record the output from the following commands:

- **show tech-support**
- **show memory**

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-UCODEHDR: bay [[dec]] skip=[hex] hdr_ver=[hex] fw_rev=[hex]
req_hw_ver=[hex] hw_type=[hex]
```

**Explanation** The header information in the downloadable microcode file contains incorrect information. Other messages in the log specify what information is incorrect.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%XCPA-3-UCODEREAD: bay [[dec]] - error reading microcode file, read=[dec],
requested=[dec]
```

**Explanation** An error occurred while reading the microcode file. The port adapter will be deactivated. Reissuing the **microcode reload** command is required to reset the port adapter.

**Recommended Action** Try the **microcode reload** operation again. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-UCODESEC: bay [[dec]] wcs=[hex] addr=[hex] len=[hex] ep=[hex]
compr=[hex] sec_type=[hex] ver=[hex]
```

**Explanation** The header information in a section of the downloadable microcode file contains incorrect information. Other messages in the log specify what information is incorrect.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

```
%XCPA-3-UKNMBXCMD: bay [[dec]] unknown mailbox command: [hex] [hex] [hex]
[hex]
```

**Explanation** The channel port adapter sent a mailbox command that the driver did not expect. This may occur if there is a version mismatch between the system image and the microcode.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

```
%XCPA-3-UNEXPECTEDINT: cause=[hex], mask=[hex], addr_dec_err=[hex],
bus_err=[hex], ch0_ctrl=[hex]
```

**Explanation** An unexpected interrupt occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

### Error Message

```
%XCPA-3-VPLDVER: bay [[dec]] incompatible microcode (vpld version
[int].[int] not within [int].[int] - [int].[int])
```

**Explanation** An incompatibility exists between the system image version and the microcode version.

**Recommended Action** Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Ensure that the correct version of microcode exists in Flash.

Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands:

- **show tech**
- **show microcode**
- **dir slot0:**
- **dir slot1:**
- **show log**

Provide this information to your technical support representative.

**Error Message**

%XCPA-3-XCPADRIVERKILL: Unexpected request to terminate: XCPA driver process ([chars])

**Explanation** An unexpected termination of the xCPA driver process occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show tech-support** output, call your Cisco technical support representative and provide the representative with the gathered information.

