



C2600 Error Messages

Cisco 2600 platform error messages

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 on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

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 on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

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 on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%C2600-3-BADDEVNO: pas_get_device_subunit: Invalid PCI device number: [dec]

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

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

%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 on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation The “virtual” port adapter type derived from the mainboard type is not one of the supported types.

Recommended Action If you are running a new mainboard type, ensure that the software release you are running supports the new mainboard type. Otherwise, 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

%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 must be replaced.

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

%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 must be replaced.

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

%C2600-3-NOMAC: Can't allocate MAC address for interface [int]/[int]

Explanation All the available MAC addresses for the system have been allocated.

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

%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 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

%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. 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

%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 requested.

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

C2KATM Error Messages

Catalyst 2820 ATM module error messages

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-3-NO_CREATE_VCC: Cannot create VCC [chars]

Explanation The module was not able to create a VCC for the specified service.

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

%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 Check the configuration of your ATM switch.

Error Message

%C2KATM-3-OUT_BAD_VCD: The module attempted to transmit frame on a closed or non-existent VCD: vcd = [dec]

Explanation The module attempted to transmit a frame on a closed or non-existent VCD.

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

%C2KATM-3-OUT_OF_VCD: Cannot create VCC for [chars], no free VCDs

Explanation The module was unable to create a VCC for the specified service.

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.

C3600 Error Messages

Cisco 3600 platform error messages

Error Message

%C3600-3-BADNV: Detected invalid NVRAM size: [dec] bytes

Explanation The detected size of nonvolatile RAM (NVRAM) is not one of the supported sizes. The NVRAM 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

%C3600-3-BADPLAT: Unknown platform type

Explanation The Cisco IOS software image does not recognize the motherboard revision of this router. This could indicate either a hardware failure or that the software must be upgraded to recognize newer hardware.

Recommended Action Verify that you are using a recommended Cisco IOS software release for your hardware. Upgrade if necessary. 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

%C3600-3-NOMAC: Can't allocate MAC address for interface [int]/[int]

Explanation MAC address allocation failed because of an incorrect slot and port combination that exceeds the maximum available hardware.

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

%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.

C542 Error Messages

Voice driver for modular access routers error messages

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, reinsert the port module and reboot. 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 An error occurred while initializing the DSP with the bootloader firmware.

Recommended Action Power down, reinsert the port module and reboot. 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 An error occurred while initializing the DSP with the application/overlay firmware.

Recommended Action Power down, reinsert the port module and reboot. 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 in order to read descriptors.

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

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 invalid.

Recommended Action Call your technical support representative for assistance.

Error Message

%C542-3-INCORRECT_ID: VPM in slot [dec]: PCI device not supported

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

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

Error Message

%C542-3-INCORRECT_PMIID: VPM at slot [dec]: Incorrect [dec] PM-ID device not supported

Explanation A 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 There are more VIC interface ports than can be supported on this port module.

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

Error Message

%C542-1-NO_PCIMEMORY: 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, and report it to your technical support representative.

Error Message

%C542-1-NO_RING_DESCRIPTOR: No more ring descriptors available on [dec] slot

Explanation The C542 driver cannot queue messages to the Xilinx DMA engine for transmission.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSPs on the port module.

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, and report it to your technical support representative.

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 version of Cisco IOS operational on the router or contact your technical support representative.

C5RSP Error Messages

Cisco Catalyst 5000 platform error messages

Error Message

%C5RSP-6-BRIDGE_AFU: vlan [dec] could/could not be configured for bridging

Explanation A virtual LAN (VLAN) could not be reset with the proper bridging information.

Recommended Action To remedy the problem, configure the VLAN with or without bridging.

Error Message

%C5RSP-3-C5_BADIPC: bad message received from the NMP

Explanation An unsolicited in-band IPC message was received by the router from the Network Management Processor (NMP).

Recommended Action No action is required.

Error Message

%C5RSP-3-C5IP_SLOTFAIL: can't get Catalyst 5000 Slot number of router

Explanation An attempt by the RSP to query the C5IP for the lot it is plugged into has failed.

Recommended Action To remedy the problem, reset the router from the Network Management Processor's (NMP) console. If the problem persists, contact your technical support representative for a replacement.

Error Message

%C5RSP-3-C5_MACADRFAIL: can't get C5 Line Card Mac Addr

Explanation An attempt by the RSP to query the C5IP for Vlan 0 IP address failed.

Recommended Action To remedy the problem, reset the router from the Network Management Processor's (NMP) console. If the problems persist, contact your technical support representative for a replacement.

Error Message

%C5RSP-3-C5_NMPMACADRFAIL: can't get NMP Mac Addr

Explanation An attempt by the RSP to query the C5IP for Vlan 0 MAC address failed.

Recommended Action To remedy the problem, reset the router from the Network Management Processor's (NMP) console. If the problems persist, your technical support representative for a replacement.

Error Message

%C5RSP-3-C5_SAGE0FAIL: Length error occurred on dma channel 0

Explanation A hardware error has occurred on DMA channel 0.

Recommended Action Report this error to your technical support representative.

Error Message

%C5RSP-3-C5_SAGE1FAIL: Length error occurred on dma channel 1

Explanation A hardware error has occurred on DMA channel 1.

Recommended Action Report this error to your technical support representative.

Error Message

%C5RSP-3-CANT_CREATE_VLAN: vlan [dec] cannot be created. media not supported

Explanation An attempt to create a virtual LAN (VLAN) of a media that is not supported has failed.

Recommended Action To remedy the problem, configure the VLAN with a different media type.

Error Message

%C5RSP-3-INVALID_LOVE_LETTER: Invalid loveletter type, [dec], sent by c5ip

Explanation Cisco IOS is receiving bogus messages from the C5IP.

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

%C5RSP-3-MAXVLAN_EXCEEDED: can't configure more than 256 VLANs

Explanation The Vlan Router product can configure a maximum of 256 virtual LANs.

Recommended Action To remedy the problem, delete unused VLANs before configuring new ones.

Error Message

%C5RSP-3-NMP_DELETE_VLAN: having problems deleting vlan [dec] on the NMP

Explanation An in-band IPC message to the Network Management Processor (NMP) from the router to delete a virtual LAN (VLAN) has failed.

Recommended Action To remedy the problem, check the state of VLAN 0, check the state of the C5IP via the front-panel LED, and check the state of the NMP. Reset the router.

Error Message

%C5RSP-3-NMP_INIT_FAIL: can't talk to NMP during initialization

Explanation An in-band IPC router initialization message to the Network Management Processor (NMP) has failed.

Recommended Action To remedy the problem, check the state of VLAN 0, check the state of the C5IP via the front-panel LED, and check the state of the NMP. Reset the router.

Error Message

%C5RSP-3-NMP_PROG_FAIL: NMP won't allow vlan [dec] configuration

Explanation An in-band IPC message to the Network Management Processor (NMP) from the router to create a virtual LAN (VLAN) has failed.

Recommended Action To remedy the problem, check the state of VLAN 0, check the state of the C5IP via the front-panel LED, and check the state of the NMP. Reset the router.

Error Message

%C5RSP-6-NOSWIDB: vlan [dec] missing IDB

Explanation Internal data structure of the virtual LAN (VLAN) is missing.

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

%C5RSP-3-UNKNOWN_NMP_PROG: unknown timer for NMP programming

Explanation An unknown timer event has expired.

Recommended Action No action is required.

Error Message

%C5RSP-6-VLAN_INFO_MISSING: vlan [dec] info errant. something very wrong

Explanation Internal information about the virtual LAN (VLAN) is missing.

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.

C7200 Error Messages

Cisco 7200 platform error messages

Error Message

%C7200-3-CONFIG: Recommended port adapter configuration exceeded

Explanation The total bandwidth of fast and medium bandwidth port adapters exceeded the rated capacity of this system.

Recommended Action Refer to the configuration guidelines for the maximum allowed high and medium bandwidth port adapters for the system.

Error Message

%C7200-4-COOKIE: Corrupt or missing MAC address cookie
using random base [sci_notation]

Explanation The contents of MAC address EEPROM is invalid. The system is providing a random MAC address.

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

%C7200-3-IONOT0: IO card discovered in non-zero slot [dec]

Explanation An IO card was detected in a non-zero slot.

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

%C7200-4-NOCPUVER: Invalid CPU ID, assuming revision 1

Explanation The CPU ID could not be read from EEPROM. This is probably the result of a hardware failure.

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

%C7200-3-NOMAC: Can't allocate MAC address for interface [int]/[int]

Explanation MAC address allocation failed because of an incorrect slot and port combination that exceeds the maximum available hardware.

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

%C7200-4-PCIVALID: PCI activation failed, bay [dec], 0x[hex]

Explanation The system received an invalid PCI signal from the port adapter. This is probably the result of a hardware failure.

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

%C7200-3-UNSUPPORTED: [chars] in slot[dec] is not supported on [chars] chassis

Explanation The software identified and disabled the FE on the I/O card

Recommended Action No action is required.

CALL_MGMT Error Messages

Call management subsystem error messages

Error Message

%CALL_MGMT-1-CALL_LIST: [chars]

Explanation The specific message text is supplied by the Call Management software, indicating that internal data was corrupted because of a software error.

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

%CALL_MGMT-1-CPM_Q_POOL: [chars]

Explanation The specific message text is supplied by the Call Management software, indicating a memory exhaustion condition.

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

Error Message

%CALL_MGMT-1-INITSYS: [chars]

Explanation The specific message text is supplied by the Call Management software, indicating an initialization failure. When this occurs, the Call Management subsystem is not operational.

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.

CBUS Error Messages

CiscoBus controller error messages

Error Message

%CBUS-3-ADDRFILTR: Interface [chars], address filter [chars] command failed, code [hex]

Explanation The specified address filter command sent to the specified interface failed with the displayed error 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

%CBUS-3-AIPINVPLIM: Interface [chars], Invalid PLIM detected. Interface downed

Explanation A software error 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

%CBUS-3-BADVC: [chars] [dec]/[dec] got bad VC packet [hex] [hex] [hex] [hex] [hex] [hex] [hex]

Explanation An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that 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

%CBUS-3-BUFFER: Controller [dec], Error ([hex]), Buffer size = [dec], Buffer pool = [dec], number [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. 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

%CBUS-3-CATMCFG: Interface [chars], Cannot config interface, CBus ATM MEM 0x[hex], status [dec]

Explanation A 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

%CBUS-3-CATMREJCMD: [chars] [chars] command failed (error code 0x[hex])

Explanation The ciscoBus ATM microcode rejected a command sent by the Route Processor (RP). The error code is the status value returned by the command.

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

%CBUS-3-CATMRSET: Interface [chars], Error ([hex]) [chars] - aip_reset()

Explanation A software error 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

%CBUS-3-CATMRSETU: Unit [dec], Error ([hex]) [chars] - cbus_atm_reset()

Explanation A software error 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

%CBUS-5-CBADVCSETUP: Interface [chars], setup vc failed with vci exceeding (vc-per-vp - 3) on the last vpi

Explanation The TI1570 chip reserves three RX DMA channels for OAM cells. As a result, the last three VCIs of the last VPI block cannot be used for regular traffic.

Recommended Action Try different VCI/VPI combinations.

Error Message

%CBUS-3-CBUSBCE: Failed to select a BCE, response 0x[hex] - cbus_bce_update_ifa()

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. 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

%CBUS-3-CBUSBCEPERM: Failed to select a BCE, response 0x[hex] - cbus_bce_permissions_update()

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. 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

%CBUS-3-CCBCMDFAIL0: Controller [dec], cmd ([dec]) failed (0x[hex])

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester. 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

%CBUS-3-CCBCMDFAIL1: Controller [dec], cmd ([dec] 0x[hex]) failed (0x[hex])

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester. 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

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

Explanation Sending a configuration command was retried. The receiving queues were still full after retries therefore the command was dropped.

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

%CBUS-3-CORRUPT: Controller [dec], wrote 0x[hex], read 0x[hex], loc 0x[hex] - dci_mentest()

Explanation A hardware component failed an internal diagnostic test.

Recommended Action Replace the malfunctioning device.

Error Message

%CBUS-3-CT3DSX3ERR: ([chars])Illegal dsx3 value - unit is [dec]

Explanation Internal data structure is corrupted, which causes the love letter to drop.

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

%CBUS-3-CT3STAT: Out of buffers--losing status information for CT3 on VIP card

Explanation An internal software resource has been exhausted.

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

```
%CBUS-3-CTRACHECK: Interface [chars], Adapter Check Error ([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 the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

```
%CBUS-3-CTRBADLOVE1: Interface [chars], SRB_COMPLETE lovenote received with unknown command (0x[hex])
```

Explanation The system received a message from the Token Ring interface but does not recognize the message.

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

```
%CBUS-3-CTRBADLOVE1_DUMP: Dump of MEMB follows-SRB_ADDR: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation The system is printing codes related to a previous love note error message.

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

```
%CBUS-4-CTRBADLOVE2: Interface [chars], Unexpected SRB_COMPLETE lovenote, command=0x[hex], result=0x[hex]
```

Explanation The system received an unsolicited message from the Token Ring interface. The system ignored the message and continued normal processing.

Recommended Action If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CBUS-3-CTRCMDFAILED: Interface [chars], CTR Command [chars] Failed, [chars] ([hex])

Explanation A command sent from the system to the Token Ring interface failed to complete successfully.

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

%CBUS-3-CTRCMDFAILED2: Interface [chars], CTR Command [chars] Failed, Code [hex]

Explanation A command sent from the system to the Token Ring interface failed to complete successfully.

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

%CBUS-3-CTRINIT: Interface [chars], CTR Initialization Failed - [chars]

Explanation The Token Ring interface failed one of its internal self-tests.

Recommended Action Issue a **clear interface** command. If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CBUS-3-CTRLRCMDFAIL0: Controller [dec], cmd ([dec]) failed (0x[hex]) count ([dec])

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester. 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

%CBUS-3-CTRLRCMDFAIL1: Controller [dec], cmd ([dec] 0x[hex]) failed (0x[hex]) count ([dec])

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester. 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

%CBUS-3-CTRRAMTEST: Interface [chars], RAM Addressing Test Failed - [chars]

Explanation The Token Ring interface failed its memory diagnostic tests.

Recommended Action Issue a **clear interface** command. If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CBUS-3-CTRRSET: Interface [chars] failed to initialize

Explanation The Token Ring interface failed to insert into the Token Ring. The interface is placed into reset state and will not automatically try to re-insert itself.

Recommended Action Issue a **clear interface** command. If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CBUS-3-CTRUCHECK: Interface [chars], Microcode Check Error

Explanation The Token Ring interface microcode detected an unrecoverable error.

Recommended Action Issue a **clear interface** command. If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CBUS-3-DAUGHTER: Unit [dec], daughter controller [dec] failed [chars] test - interface disabled

Explanation A hardware component failed an internal diagnostic test. Test output and descriptions of ranges follow.

Unit [dec] (ranges 0-14):

Indicates the Multibus jumper setting for the ciscoBus controller, or a slot number in the Cisco 7000.

daughter controller [dec] (ranges 0-3):

Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test.

failed [chars] test ([chars]= memd read, memd write):

If the failed test was *memd read*, the processor was able to write to shared ciscoBus buffer memory from the ciscoBus registers, but was unable to read back that memory through special commands to the daughter card.

If the failed test was *memd write*, writes to the memory device through the daughter card were not verified successfully with reads through the ciscoBus controller.

The daughter card under test responds successfully to some commands (otherwise, the software would have received a DAUGHTER_NO_RSP message), but its memory device tests failed. The daughter card must be able to write to some memory device addresses; otherwise, it cannot respond to any commands.

Recommended Action First check that the daughter controller card is properly seated in its Multibus and ciscoBus connectors. Next, swap daughter cards and check whether the error follows the daughter card or the slot. If the message recurs, call your technical support representative for assistance.

Error Message

%CBUS-3-DAUGHTER_NO_RSP: Unit [dec], daughter [dec], not responding (0x[hex]) - disabled

Explanation A hardware component failed an internal diagnostic test. Test output and descriptions of ranges follow.

Unit [dec] (ranges 0-14):

Indicates the Multibus jumper setting for the ciscoBus controller.

daughter controller [dec] (ranges 0-3):

Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test.

The daughter card's hardware was recognized across the ciscoBus backplane, but the daughter card did not respond to the first command issued to it.

This condition is a result of one of the following: the daughter card did not reset, the microcode on the card is in a hung state, or the card cannot fully communicate across the ciscoBus backplane (cannot read or write shared MEMD or does not get the MALU_ATTENTION signal across the ciscoBus).

Recommended Action First, ensure that the daughter card is properly seated in its Multibus and ciscoBus connectors. If the message recurs, call your technical support representative.

Error Message

%CBUS-3-FCICMDFAIL0: Controller [dec], cmd ([dec]) failed (0x[hex]) count ([dec])

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester. 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

%CBUS-3-FCICMDFAIL1: Controller [dec], cmd ([dec] 0x[hex]) failed (0x[hex]) count ([dec])

Explanation A command sent from the system to an interface processor failed to complete successfully.

Recommended Action The system recovered by generating an error code to the requester. 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

%CBUS-5-FDDICMD: '[chars]' is not supported on [chars]

Explanation This command is not supported on this FDDI interface.

Recommended Action No action is required.

Error Message

%CBUS-3-FDDIRSET: Interface [chars], Error ([hex]) [chars] - fddi_reset()

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Ensure that the device is functioning and is configured correctly.

Error Message

%CBUS-3-FDDIRSETU: Unit [dec], Error ([hex]) [chars] - fddi_reset()

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Ensure that the device is functioning and is configured correctly.

Error Message

%CBUS-3-FSIPRSET: Interface [chars], Error ([hex]) [chars] - fsip_reset()

Explanation A Fast Serial Interface Processor (FSIP) did not respond to a reset request from the Route Processor.

Recommended Action Check FSIP electrical connections, cable, and ciscoBus connections. An FSIP microcode reload will be required. If the check of electrical connections reveals no problems and the message recurs, call your technical support representative for assistance.

Error Message

%CBUS-3-HSSIRSET: Interface [chars], Error ([hex]) [chars] - hssi_reset()

Explanation A hardware component did not respond to a **reset** command.

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

%CBUS-3-INITERR: Interface [dec], Error ([hex]), idb [hex] [dec] [chars] - cbus_init()

Explanation The switch processor or ciscoBus controller signaled an error while processing a packet or selecting an interface. This indicates a software problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that 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

%CBUS-3-INTR: Interface [dec], idb [hex] [dec] [chars] - cbus_interrupt()

Explanation The switch processor or ciscoBus controller returned a nonsensical 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

%CBUS-4-NOCOOKIE: [chars]-[dec] controller missing configuration data - disabled

Explanation The controller type was derived from a hardware probe. The controller number indicates the ciscoBus relative slot number. This is a hardware error.

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

%CBUS-3-OUTHUNG: [chars]: tx[char] output hung ([hex] - [chars]), [chars]

Explanation A transmission attempt on an interface failed. The interface might not be attached to a cable or there might be a software problem.

Recommended Action Check that the interfaces are all connected to the proper cables. If that is not the problem, call your technical support representative.

Error Message

%CBUS-3-POLLFAIL: Interface [chars] failed to respond, debug info follows

Explanation A Token Ring interface card failed to respond to periodic polling. This can indicate a software or hardware problem. See CBUS-3-POLLFAILDAT for the syntax of this message.

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

%CBUS-3-POLLFAILDAT: Int [dec]: [hex] [hex] [hex] [hex] [hex] [hex]

Explanation This is the debugging information for the CBUS-3-POLLFAIL error.

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

Error Message

%CBUS-3-RESETNXI: Reset of removed interface [hex] ([chars])

Explanation An interface reset was attempted on an interface that was removed from the router. This message appears if you use the **shutdown** command to bring down a removed interface.

Recommended Action No action is required.

Error Message

%CBUS-4-RSETFAIL: Interface [chars] failed to reset properly in [chars], code [hex]

Explanation An **interface reset** command failed. This may be a software or hardware problem.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that 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

```
%CBUS-3-SERRSET: Interface [chars], Error ([hex]) [chars] - serial_reset()
```

Explanation A software error 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

```
%CBUS-3-TESTFAIL: Unit [dec], failed [chars] test - interface disabled
```

Explanation A hardware component failed an internal diagnostic test.

Recommended Action Check switch settings on the interface cards. Check for proper unit numbers. Reset the cards. Replace the malfunctioning device.

Error Message

```
%CBUS-3-TXALLOC: Error ([hex]) tx_allocate - cbus_init()
```

Explanation A hardware device did not respond appropriately to a request.

Recommended Action Ensure that the device is functioning and is configured correctly.

Error Message

```
%CBUS-3-UNKENC: Interface [chars], unknown encaps type [hex]
```

Explanation A packet was received from the CIP with an unknown encapsulation type. The packet will be 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.

CDM Error Messages

Cable Data Modem subsystem error messages

Error Message

%CDM-6-CHANNELDOWN: Channel(vpi=[dec]) on [chars], changed state to down

Explanation The signaling connection to this system went down.

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

Error Message

%CDM-6-CHANNELUP: Channel(vpi=[dec]) on [chars], changed state to up

Explanation The signaling connection to this system was activated.

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

Error Message

%CDM-6-CHANNELUPPENDING: Channel(vpi=[dec]) on [chars], changed state to up pending

Explanation The local interface is up, but the remote interface or system does not respond. It is probably not connected or is powered down.

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

Error Message

%CDM-3-CONFIG: Interface [chars] must be ACIP to run cable application

Explanation The named interface is not an ATM Cable Interface Processor (ACIP) interface.

Recommended Action An ACIP is required to run the cable data modem (CDM) application. Check that an ACIP is installed in the system.

Error Message

%CDM-3-INIT: ACIP required to run this Cisco IOS image

Explanation No ATM Cable Interface Processor (ACIP) is installed in the system.

Recommended Action An ACIP is required to run the cable data modem (CDM) application. Install an ACIP.

Error Message

%CDM-6-MODEMDOWN: Modem(vci=[dec]) on [chars], changed state to down

Explanation A modem was disconnected from the system.

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

Error Message

%CDM-6-MODEMUP: Modem(vci=[dec]) on [chars], changed state to up

Explanation A new modem was connected to the system.

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

CI Error Messages

Chassis Interface (CI) (Cisco 75xx platform environmental monitor card) error messages

Error Message

%CI-3-BLOWER: [chars] fan failure

Explanation One of the router's cooling fans failed.

Recommended Action Replace the fan as soon as possible or the router may shut itself down or fail to operate properly.

Error Message

%CI-1-BLOWSHUT: Blower failure, shutdown in [dec] seconds

Explanation One of the six blowers in a five-slot chassis has failed. Because each blower cools a separate region of the cards in the chassis, all blowers are needed for router operation. If a blower failure persists for 2 minutes, the router will shut itself down and will need to be power cycled.

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

%CI-6-BPLANE: CI type [int] differs from NVRAM type [int]

Explanation The chassis type as reported by the CI is different from that programmed into nonvolatile RAM (NVRAM).

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

`%CI-4-COND: Restarting with [int] recent soft power shutdowns(or system just powered-on)`

Explanation A soft shutdown occurs when the router powers itself down because of a detected over-temperature condition. When the temperature goes up past the board shutdown trip point, the cards are shut down, but the power supplies, fans, and CI continue to run.

When the system cools past the restart trip point, the system will restart. The system counts the number of times this happens to keep the up/down cycle from repeating indefinitely. If the counter reaches zero, the system undergoes a hard shutdown, which requires a power cycle to recover. The soft shutdown counter is reset to its maximum value after the system has been up for six hours.

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

`%CI-3-CTRLRTYPE: Wrong controller type [hex]`

Explanation The CI was manufactured incorrectly.

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

`%CI-2-ENVCRIT: [chars] measured at [chars]`

Explanation One of the measured environmental test points exceeds an extreme threshold.

Recommended Action Correct the specified condition or the router may shut itself down or fail to operate properly.

Error Message

`%CI-6-ENVNORMAL: [chars] measured at [chars]`

Explanation One of the measured environmental test points has returned to normal.

Recommended Action If the situation does not correspond with a normal operation of the system's environmental test points, collect the outputs for the commands **show hardware**, **show env all**, **show env table**, and **show env last**, and call your technical support representative for assistance.

Error Message

`%CI-4-ENVWARN: [chars] measured at [chars]`

Explanation One of the measured environmental test points exceeds the warning threshold.

Recommended Action Closely monitor the condition and correct if possible. If the situation worsens, call your technical support representative for assistance.

Error Message

%CI-2-INT: Unexpected interrupt - status [hex]

Explanation An unexpected interrupt occurred. This is a serious software error that will be followed by a core dump.

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

%CI-4-MAXOUTPUT: Power supply [int] [dec]V is at or near rated output

Explanation The power supply is delivering its maximum rated current. This condition is not a problem unless the current continues to increase beyond the rated limit of the power supply, which can cause hardware damage.

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

%CI-3-NOACK: [chars] acknowledge failure, cmd [hex], addr [hex], data [hex]

Explanation The CI software failed to communicate with the CI hardware.

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

%CI-4-NOTFOUND: Chassis Interface not found

Explanation The system software could not detect the presence of a CI card.

Recommended Action Verify that the CI card is correctly and fully installed in the backplane. If the error recurs, call your technical support representative for assistance.

Error Message

%CI-6-PSCHANGE: Power supply [int] changed from [chars] to [chars]

Explanation The CI reported that a power supply was either installed, removed, or changed.

Recommended Action If the situation does not correspond with a physical change in the system's power supplies, call your technical support representative for assistance.

Error Message

%CI-3-PSFAIL: Power supply [int] failure

Explanation One of the router's power supplies failed.

Recommended Action Replace the failed power supply as soon as possible.

Error Message

%CI-3-SLOTCOMP: Inconsistent [chars] slot [hex]

Explanation The CI software detected a possible inconsistency in the CI hardware.

Recommended Action Confirm that the CI card is correctly and fully installed in the backplane. If error recurs, call your technical support representative for assistance.

Error Message

%CI-4-SYSLOAD: System [dec]V load exceeds single power supply [int] capacity

Explanation This warning message indicates that the system's electrical current usage exceeds the capacity of a single power supply. During this condition, power supplies must not be removed from the system.

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

%CI-4-UNBALANCE: Unbalanced [dec]V output from dual power supplies

Explanation The difference in electrical current output between the two power supplies is out of tolerance for the system design. One of the power supplies may be failing or about to fail.

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.

CIPDUMP Error Messages

CIP core dump error messages

Error Message

%CIPDUMP-3-CIP_CORE_DUMP_ERROR: CIP core dump error, slot [dec]: [chars]

Explanation An error occurred during a CIP core dump.

Recommended Action No action is required.

Error Message

%CIPDUMP-6-CIP_CORE_DUMP_PROGRESS: Dump of slot [dec] core [chars]

Explanation Progress messages for CIP core dump.

Recommended Action No action is required.

CIRRUS Error Messages

CD2430 asynchronous controller error messages

Error Message

%CIRRUS-3-BADHDXFSM: Interface serial [dec], Unexpected HDX state [dec], event [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. 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

%CIRRUS-3-BADMODE: Interface serial [dec], Bad mode encountered in init

Explanation An internal software error 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

%CIRRUS-3-BADRXISR: Interface serial [dec], Unexpected situation in receive ISR

Explanation An internal software error occurred while receiving data.

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

%CIRRUS-3-BADTXISR: Interface serial [dec], Unexpected situation in transmit ISR

Explanation An internal software error occurred while transmitting data.

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

%CIRRUS-5-LINEFLAP: Unit [dec] excessive modem control changes

Explanation The specified asynchronous interface was determined to have too many automatic control changes in too short a time span. This may indicate a hardware or software error in the interface.

Recommended Action Reset the interface. 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

%CIRRUS-1-NOMEMORY: msgtxt_nomemory

Explanation An operation could not be accomplished because of a low memory condition.

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

Error Message

%CIRRUS-3-RESETERR: CD2430 serial controller [dec], Reset timeout error

Explanation The asynchronous controller failed to respond to a **reset** command. This may indicate a hardware failure.

Recommended Action Reset the interface or controller. Cycle the power if necessary. 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

%CIRRUS-3-SETCHAN: Serial[dec]: setchan called in CD2430 interrupt context

Explanation An internal software error 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.

CIRRUS_PM Error Messages

Slow-speed asynchronous/synchronous port module error messages

Error Message

%CIRRUS_PM-3-BADLOOPCABLE: Loopback not supported for DTE/X.21 port [dec] in slot [dec]

Explanation The DTE/X.21 cable does not support loopback.

Recommended Action Use proper cable for loopback testing.

Error Message

%CIRRUS_PM-3-DISCOVER: CIRRUS PM at slot [dec]: PCI discovery failed

Explanation The software failed to initialize the network module.

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

%CIRRUS_PM-2-NOBUFPOOL_ASYNC: Unable to create buffer pool for async mode interface

Explanation There is not enough memory for a per-channel control block of the CD2430 asynchronous driver.

Recommended Action Ensure that sufficient memory is available in 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

%CIRRUS_PM-3-NOTCD2430: Device reported [hex]

Explanation The network module hardware reports that a non-low-speed port module was detected.

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

%CIRRUS_PM-3-UNKNOWNPLATFORM: Unknown Platform type to support CD2430 interfaces

Explanation The network module is not compatible with the current platform into which it is being plugged.

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.

CLEAR Error Message

Clear error message

Error Message

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

Explanation The counters have been cleared on the interface(s).

Recommended Action No action is required.

Error Message

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

Explanation The extended counters have been cleared on the interface(s)

Recommended Action No action is required.

CLNS Error Messages

OSI Connectionless Network Service error messages

Error Message

%CLNS-5-ADJCHANGE: [chars]: Adjacency to [chars] ([chars]) [chars], [chars]

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

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

Error Message

%CLNS-5-ADJCLEAR: [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 after appropriate console or configuration commands.

Error Message

%CLNS-4-AREALOST: Too many IS-IS areas--can't route to area [chars]

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

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

Error Message

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

Explanation An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP). An inconsistency was detected in an internal data structure related to tracking protocol/interface state, possibly related to enable/disable of the protocol on an interface.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that 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

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

Explanation An invalid packet was received from a neighboring router.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLNS-1-BKUPERR: ISIS: [chars] in [hex], ndb_next [hex], ndb_prev [hex], lsp_next [hex], lsp_prev [hex], metric [hex], index [dec], [chars] [hex]

Explanation An internal error occurred in the maintenance of the Intermediate System-to-Intermediate System (ISIS) backup route table.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

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

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, and report it to your Cisco technical support representative.

Error Message

%CLNS-4-DUPSYSTEM: [chars]: possible duplicate system ID [chars] detected

Explanation This is a configuration error.

Recommended Action One of the duplicate IDs must be corrected.

Error Message

%CLNS-4-EDATFAIL: Encapsulation failed, dst= [chars]

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

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

Error Message

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

Explanation An internal error occurred in the maintenance of Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) link-state packet (LSP) linkages.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that 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

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLNS-4-LSPCKSUM: [chars]: Bad L[dec] LSP [chars] checksum [hex] received on [chars], length [dec], should be [hex], bad count [dec]

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

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

Error Message

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

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

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

%CLNS-3-LSPFULL: [chars]: L[dec] LSP filled to capacity, dropping routes

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, and report it to your Cisco technical support representative.

Error Message

%CLNS-3-LSPIXARRMATCH: [chars]: LSPix entry [dec] mismatch with LSP [hex], LSP [chars] is [dec], entry [dec]

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLNS-3-LSPIXARRNULL: [chars]: LSPix entry [dec] should be null, is [hex]

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLNS-3-LSPIXHEAD: [chars]: LSPix [chars] [dec] head [hex] doesn't match first prev [hex]

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLNS-3-LSPTOOBIG: [chars]: L[dec] LSP [chars] size [dec] bigger than interface [chars] MTU [dec], LSP dropped

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, and report it to your Cisco technical support representative.

Error Message

%CLNS-5-MULTICAST: [chars]: [chars]cast address in use on [chars]

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

Recommended Action This message is primarily informational and appears normally as routers and links go up or down. No action is required.

Error Message

%CLNS-3-NSAPES: Invalid NSAP type in ES table: [hex] for [chars]

Explanation An internal software error occurred.

Recommended Action If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLNS-4-NSAPIS: Invalid NSAP type in IS table: [hex] [dec]

Explanation An internal software error occurred.

Recommended Action If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLNS-3-ONLIST: ISIS: entry already threaded, prev [hex], next [hex], index [dec], ver [dec]

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

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

Explanation An internal software error occurred.

Recommended Action If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLNS-3-SPFNXTHOP: [chars]: next_hops [hex] [hex] [hex] [hex] [hex] [hex] RouteCount [dec]

Explanation An internal software error occurred.

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

%CLNS-3-TENT: [chars]: [chars]

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

CLS Error Message

Cisco Link Services error message

Error Message

%CLS-3-CLSFAIL: CLS: Assertion failed: [chars]

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, and report it to your Cisco technical support representative.

Error Message

%CLS-3-CLSMMSG: [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.

CLSDR Error Messages

Cisco Link Services driver error messages

Error Message

```
%CLSDR-3-ERRRTN: [chars] failed error 0x[hex]
```

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

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

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

```
%CLSDR-3-MSGERR: [chars] couldn't get a message
```

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

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

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, and report it to your Cisco technical support representative.

Error Message

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

Explanation The CLSDRIVER process could not be started, possibly because of a resource problem. The subsystem using CLSDRIVER does not work.

Recommended Action Remove and then restore the destination logical unit (DLU) in the configuration file and try to reboot the system. Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLSDR-3-NODLUCREATE: Cannot create DLU for this type [dec]

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLSDR-3-NOINIT: CLSDRIVER not initialized

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

Recommended Action Remove and then restore the destination logical unit (DLU) in the configuration file and try and reboot the system. Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

%CLSDR-3-NOPORTCREATE: Cannot create PORT structure

Explanation The CLSDRIVER cannot enable this port for processing.

Recommended Action Try rebooting the router. Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

CM622 Error Messages

ATM line card driver error messages

Error Message

%CM622-4-FRMROP: error: [chars] (value=0x[hex])

Explanation This message indicates that line card ATM driver framer operation errors occurred.

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

Error Message

%CM622-4-FWCKSUM: [chars] SAR firmware selftest failure (expected 0x[hex], obtained 0x[hex])

Explanation This message indicates line card ATM SAR firmware checksum errors occurred.

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

Error Message

%CM622-4-OP: error: [chars]

Explanation This message indicates that line card ATM driver general operation errors occurred.

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

Error Message

%CM622-4-RPCMD: [chars] command error: [chars]

Explanation This message indicates that line card ATM driver handles RP command errors occurred.

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

Error Message

%CM622-4-RXSARIND: RX SAR doing [chars] error: [chars] (indication=0x[hex] 0x[hex] 0x[hex])

Explanation This message indicates that line card ATM driver RX SAR indication errors occurred.

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

Error Message

%CM622-4-SAROP: [chars] SAR doing [chars] error: [chars]

Explanation This message indicates that a line card ATM driver SAR operation error occurred.

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

Error Message

%CM622-4-TXSARIND: TX SAR [chars] command error:[chars] (indication=0x[hex])

Explanation This message indicates that a line card ATM driver TX SAR indication error occurred.

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

Error Message

%CM622-4-VCCLOSE: VC:[int] is close pending

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

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

Error Message

%CM622-4-VCCMD: VC:[int] [chars] error (cause: [chars])

Explanation This message indicates that a CM622 ATM SAR VC operation error occurred.

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

Error Message

```
%CM622-4-VCTYPE: VC:[int] unsupported vc encapsulation type=[int]
```

Explanation This message indicates that a CM622 ATM SAR VC operation error occurred.

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

CMCC Error Messages

Cisco Mainframe Channel Connection (CMCC) interfaces error messages

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 unless the CMCC card was removed and replaced with 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 A configuration command was resent but the receiving queues were still full. 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** configuration command issued after a reset did not 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 pre-allocated buffer for the **enable** command was unsuccessful. The interface will not be enabled.

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

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

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

- show tech
- 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 while sending an interface **enable** or **disable** command.

Recommended Action The interface was reset by the software and the condition was corrected. If there is still a problem, 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.

COMP Error Messages

Compression error messages

Error Message

```
%COMP-3-BADCOMP: Interface [chars] Bad status returned from packet compression operation
```

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

```
%COMP-3-BADCRC: Interface [chars] Decompression check-byte data is incorrect
```

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

%COMP-3-BADSEQNUM: Interface [chars] Unexpected compressed packet sequence number

Explanation Perhaps a packet drop or transient line error has occurred.

Recommended Action This problem should self-correct.

Error Message

%COMP-3-CONFIGBAD: Interface [chars] Compression internal configuration error

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

%COMP-3-DESTEXST: Interface [chars] Destination decompression buffer ran out of space

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

%COMP-5-NOBUF: Interface [chars] [chars]

Explanation Interface serial0 compression getbuffer failed, causing Link Access Procedure, Balanced (LAPB) retransmissions.

Recommended Action Configure additional large and big buffers.

Error Message

%COMP-3-NOEND: Interface [chars] No end-bit detected on compressed packet

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

%COMP-3-SIZEBAD: Interface [chars] Decompression size error

Explanation One interface is configured for predictor compression; the other is not.

Recommended Action Configure both interfaces for predictor compression.

Error Message

%COMP-3-SRCREMAINS: Interface [chars] Not all packet data was used by decompressor

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

%COMP-3-SUBBLOCKERR: Interface [chars] compression subblock creation failed

Explanation An internal software error occurred.

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

Error Message

%COMP-3-SYNCBAD: Interface [chars] Decompression sync error

Explanation One interface is configured for predictor compression; the other is not.

Recommended Action Configure both interfaces for predictor compression.

Error Message

%COMP-3-VERSIONBAD: Interface [chars] Compression Version mismatch expected [hex] received [hex]

Explanation One interface is configured for predictor compression; the other is not.

Recommended Action Configure both interfaces for predictor compression.

CPAD Error Messages

Compression service adapter error messages

Error Message

%CPAD-1-ERROR: [chars]: [chars]

Explanation An error occurred in the application using the compression service adapter (CSA).

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

%CPAD-1-INITFAIL: Slot [dec]: [chars]

Explanation The compression service adapter (CSA) driver failed to initialize at the specified point.

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

%CPAD-1-NOMEMORY: [chars] creation failed for slot [dec]

Explanation The compression service adapter (CSA) driver, in its initialization phase, could not allocate memory for the specified data structure.

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

Error Message

%CPAD-1-PLXINIT: bay [dec] Invalid vendor/device id [dec]

Explanation The compression service adapter (CSA) driver, in its initialization phase, encountered a communication failure with the CSA in the specified bay.

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

Error Message

%CPAD-1-SHUTCARD: bay [dec]: Deactivating card

Explanation An error occurred during initialization. The compression service adapter (CSA) is being deactivated.

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

`%CPAD-6-SHUTDOWN: [chars] shutting down`

Explanation The specified compression service adapter (CSA) is shutting down. It may have been physically removed.

Recommended Action This is an informational message only and occurs in normal operation. No action is required.

Error Message

`%CPAD-6-STARTUP: [chars] starting up`

Explanation The specified compression service adapter (CSA) has initialized successfully.

Recommended Action This is an informational message only and occurs in normal operation. No action is required.

CPM Error Messages

Combo Port Module device driver error messages

Error Message

`%CPM-3-DISCOVER: CPM at slot [dec]: PCI discovery failed count = [dec]`

Explanation One of the interface controller devices on the module did not initialize properly.

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

`%CPM-3-INCORRECT_ID: CPM at slot [dec]: PCI device not supported`

Explanation An interface controller device did not report the correct protocol control information (PCI) device ID.

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

CRYPTO error messages

Encryption error messages

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 your technical support representative 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-CERTPENDING: Enter manual authentication ...

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

Recommended Action Follow 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 Try again when it is ready.

Error Message

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

Explanation Can not find CA certificate in memory

Recommended Action Check the status and contact the CA administrator.

Error Message

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

Explanation A Certificate Authority certificate was not found in memory.

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 is 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 key rings. This error 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, and the remote peer's CA.

Error Message

%CRYPTO-6-IKMP_BAD_DOI_NOTIFY: DOI of [dec] in notify message from %15i

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.

Error Message

%CRYPTO-6-IKMP_BAD_DOI_SA: DOI value [dec] from SA offer from %15i is invalid

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

Recommended Action Contact the remote peer's administrator.

Error Message

%CRYPTO-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.

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

Explanation Negotiation with the remote peer failed.

Recommended Action If this situation persists contact the remote peer.

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 Contact the remote peer if this situation persists.

Error Message

%CRYPTO-4-IKMP_NO_SA: IKE message from %15i has no SA and is not an initialization offer

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

Recommended Action Contact the remote peer'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.

Error Message

%CRYPTO-4-IKMP_PKT_OVERFLOW: ISAKMP message from %15i larger (%ld) than the UDP packet length (%ld)

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 Contact the remote peer's administrator.

Error Message

%CRYPTO-6-IKMP_SA_NOT_AUTH: Cannot accept Quick Mode exchange from %15i 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.

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.

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]
```

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-RECV_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]
```

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]
```

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]
```

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
destaddr=[int], prot=[dec], spi=0x[hex] ([dec])
```

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]
```

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
destaddr=[int], prot=[dec], len=[dec]
```

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]
```

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.

CSM Error Messages

Call switching module error messages

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 because the amount of memory available in the router may not be sufficient.

Recommended Action 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 The router detected an invalid operation.

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

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 The modem may become operational following a reset of the router. If not, copy the error message exactly as it appears and contact your technical support representative.

Error Message

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

Explanation The router detected an invalid operation.

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

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-INITPORT: [chars] at slot [dec], port [dec]

Explanation An initialization error occurred on the specified port. The error message gives more details.

Recommended Action Try resetting the port or power cycling the system. 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

%CSM-1-INITSYS: [chars]

Explanation The modem signaling module failed its initialization.

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

Error Message

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

Explanation An ISDN PRI interface changed states. Details of the new state are shown in the error message.

Recommended Action 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 because the amount of memory available in the router may not be sufficient.

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

Error Message

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

Explanation The router detected an invalid operation.

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

CT3 Error Messages

Channelized T3 port adapter error messages

Error Message

%CT3-3-BADMSG: Received unexpected mailbox message (id = [dec])

Explanation Unexpected message was received from CT3 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

%CT3-1-CONFIGURE: Failed to configure [dec] interfaces in bay [dec], shutting down bay

Explanation The CT3 hardware failed. Some components on the board failed to initialize.

Recommended Action Replace the CT3 port adapter.

Error Message

%CT3-2-CT3FWCRASHED: CT3 F/W crashed: [hex] - VIP reset

Explanation CT3 firmware does not update the software watchdog.

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

%CT3-3-CT3NOACC: [chars] - Accumulator is not available

Explanation An invalid TX accumulator is detected.

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

%CT3-1-DISCOVER: Found [dec] interfaces in bay [dec], shutting down bay

Explanation The CT3 hardware failed. Some components on the board failed to initialize.

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

Error Message

%CT3-1-DWNLDFAIL: Microcode to slot [dec]

Explanation Failed to download firmware into the CT3 port adapter.

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

%CT3-3-ERROR: [chars]

Explanation This is a general error information.

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

%CT3-1-INITFAIL: Slot [dec] firmware init ([chars])

Explanation This message indicates a CT3 firmware initialization failure.

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

%CT3-1-INITFAILP: [chars] init failed at [chars]

Explanation This message indicates a CT3 initialization failure.

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

%CT3-3-LOVEFAIL: [chars]: failed to send [chars] love letter

Explanation A love letter was not sent to the RSP.

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

%CT3-3-MBOXRECV: Failed to receive reply [dec] from bay [dec] firmware

Explanation A message was not received from CT3 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

%CT3-3-MBOXSEND: Failed to send msg [dec] to bay [dec] firmware

Explanation A message was not sent to CT3 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

%CT3-3-MBOXSENDM: Failed to send msg [chars] to bay [dec] firmware

Explanation The specified message was not sent to CT3 firmware.

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

Error Message

%CT3-3-MBOXSENDP: Failed to send msg [dec] to [chars] driver firmware

Explanation A port related message was not sent to CT3 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

%CT3-3-NOTMXT: Slot [dec] device ID seen as [hex], expected [hex] (Mueslix)

Explanation This message indicates a failure to detect the HDLC controller on the CT3.

Recommended Action Replace the CT3 port adapter.

Error Message

%CT3-3-NOTPLX: Slot [dec] device ID seen as [hex], expected [hex] (PLX9060)

Explanation The PLX 9060 was not detected on the CT3.

Recommended Action Replace the CT3 port adapter.

Error Message

%CT3-1-NOTREADY: Slot [dec] for microcode download

Explanation An error was detected on the communication path between VIP and CT3.

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

Error Message

%CT3-2-NOVC: [chars]: packet received for unknown VC [dec]

Explanation The virtual channel encapsulation is corrupted.

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

%CT3-3-OWNERR: [chars] packet buffer, pak=0x[hex]

Explanation A software or hardware error occurred. The CT3 driver detected that the transmit ring is in an inconsistent and unrecoverable state.

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

Error Message

%CT3-1-RESTARTFAIL: [chars] could not be reset by [chars]

Explanation The restart failed to reset the 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

%CT3-1-STARTFAIL: [chars] could not be enabled by [chars]

Explanation The restart failed to enable the 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

%CT3-1-STOPFAIL: [chars] could not be disabled by [chars]

Explanation The shutdown failed to disable the 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

%CT3-1-UNSUPPORTED: [chars]

Explanation A CT3 port adapter was detected that has a revision earlier than Revision 3. This port adapter pre-dates the router platform it has been installed in, and is not a supported combination.

Recommended Action Upgrade to a CT3 port adapter that is Revision 3 or higher.