



DBCONN Error Messages

Database Connection error messages

Error Message

`%DBCONN-3-APPERVERB: Unexpected APPC error: opcode [hex], primary code [hex], secondary code %08lx`

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

Recommended Action This usually indicates a problem in the SNA network. Try the **dbconn ping** command to test connectivity to the remote database server. If the DBConn ping fails, check the status of the APPN link to the remote database server with the **show appn link** command. If the link is active, try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. If the message recurs, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information. If possible, also provide the output of the **debug dbconn appc** command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

Error Message

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

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

Recommended Action Start APPN, and retry the client connection.

Error Message

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

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

Recommended Action Restart APPN. Disconnected clients must be reconnected.

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information. If possible, also provide the output of the **debug dbconn drda** command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

Error Message

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

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

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

Error Message

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

Explanation The user ID and/or password passed in by the client were rejected by the remote database server.

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

DBUS Error Messages

Data bus error messages

Error Message

%DBUS-3-BADCTRLRTYPE: Invalid controller type [dec] in slot [dec]

Explanation An interface processor responded with an unknown or illegal controller type when queried. This should not happen unless the running software does not support the interface processor in question, or the interface processor fails.

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

%DBUS-3-BADEEPROM: Invalid EEPROM data found for card in slot [dec], card disabled

Explanation The ID EEPROM on the indicated card is not programmed correctly.

Recommended Action Call your Cisco technical support representative for a replacement.

Error Message

%DBUS-3-BADHSACONF: Down rev RSP EPROM found HSA system, upgrade EPROM, or remove one RSP

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. 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

%DBUS-3-CXBUSERR: Slot [dec], CBus Error

Explanation A processor reported a bus error. The processor will be reset and not used until the next on-line insertion and removal (OIR) event or microcode download, when it will be retested.

Recommended Action Reinstall the processor or download the microcode. 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

%DBUS-3-DAUGHTER_STATS: Slot [dec] control 0x[hex], status 0x[hex]

Explanation A processor reported an error. This message is sent out in conjunction with other error messages to provide additional information.

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

%DBUS-3-DBUSINTERR: Slot [dec], Internal Error

Explanation A processor reported an internal error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

Recommended Action Reinstall the processor or download the microcode. 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

%DBUS-3-NOMAGIC: No magic number found in RP1 EEPROM

Explanation The structure containing the system MAC address needed by the OIR facility cannot be found in the RP EEPROM. The RP must be returned for reprogramming.

Recommended Action Return the RP for reprogramming and call your Cisco technical support representative for assistance.

Error Message

%DBUS-3-NORESP: bad or no response, slot [int]

Explanation A board in the slot identified in the error message failed to respond.

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

%DBUS-3-NOSUPPORT: No driver support in this image for [chars] in slot [dec] (card type [dec]) - disabled

Explanation The Cisco IOS image does not have driver support code for the specified interface processor.

Recommended Action Remove the unsupported interface processor card, or reload the router with a Cisco IOS image that has driver support code for that interface processor card.

Error Message

```
%DBUS-3-SLOTCOMP: Slot [dec], dbus error, slot (0x[hex]) and complement (0x[hex])  
do not match
```

Explanation A processor reported a mismatch between the contents of the slot register and its complement. This condition indicates a hardware failure in the diagnostic bus controller on that processor or on the diagnostic bus. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

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

```
%DBUS-3-SW_NOTRDY: DBUS software not ready after [chars], elapsed [int], status  
0x[hex]
```

Explanation An interface processor failed to come online after being reset. A software or hardware 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

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%DBUS-2-UNKNOWN: Slot [dec], unknown controller type 0x[hex], ignoring
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Explanation A processor reported a controller type that is unknown to the system. The processor will not be used and must be repaired.

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

%DBUS-3-WCCTRLRERR: Slot [dec], WCS Controller Instruction Error

Explanation The writable control store (WCS) is the set of devices on each interface processor that contains the running microcode. It can be loaded either from the ROM on the interface processor or from the system by using the downloadable microcode facility. In this message, a processor reported a WCS controller instruction error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

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

%DBUS-3-WCSERR: Slot [dec], WCS controller in error state (0x[hex]), resetting

Explanation The processor in the slot identified in the error message reported a writable control store (WCS) controller error. The processor will be reset and new microcode loaded. This error message appears only when microcode is downloaded.

Recommended Action Reset the processor and load new microcode. 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

%DBUS-3-WCSFLOW: Slot [dec], flow cntrl error loading WCS, last data 0x[hex] pos [dec]

Explanation A processor indicated an error condition while downloading microcode. The status, cmd/data, and pos numbers shown in the message reflect the error condition, the last byte of microcode loaded, and the position in the file, respectively. If this error appears, the microcode download is aborted and the ROM microcode is loaded.

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

%DBUS-3-WCSLDERR: Slot [dec], error loading WCS, status 0x[hex] cmd/data 0x[hex] pos [dec]

Explanation A processor indicated an error condition while downloading microcode. The status, cmd/data, and pos numbers shown in the message reflect the error condition, the last byte of microcode loaded, and the position in the file, respectively. If this error appears, the microcode download is aborted and the ROM microcode is loaded.

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

%DBUS-3-WCSPARERR: Slot [dec], WCS Controller Parity Error

Explanation A processor reported a WCS parity error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

Recommended Action Replace the processor or download microcode. If this message recurs, call your Cisco technical support representative for assistance.

Error Message

%DBUS-3-XILINX: ready wait timeout, slot [int]

Explanation The field-programmable gate arrays on an interface processor failed to load after being reset. This indicates a probable software or hardware problem.

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.

DCU Error Messages

ATM access concentrator PCI port adapter error messages

Error Message

%DCU-3-DCU_RESET: [chars]: DCU keep-alive failure, card reset

Explanation The port adapter has stopped processing keepalives.

Recommended Action The system should recover. No action is required.

Error Message

%DCU-1-NODCUPORTS: The maximum number of DCU ports ([dec]) is exceeded

Explanation The system detected too many DCU ports.

Recommended Action Check the configuration.

Error Message

%DCU-1-NOMEMORY: No memory available for [chars] [dec]

Explanation Memory exhaustion has occurred.

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

DEC21140 Error Messages

DEC21140 Fast Ethernet controller error messages

Error Message

%DEC21140-5-COLL: [chars] excessive collisions

Explanation A Fast Ethernet packet was dropped because too many attempts to transmit it were stopped by collisions. This can be caused by a Fast Ethernet segment that is full to capacity or by other equipment on the LAN malfunctioning.

Recommended Action No action is required.

Error Message

%DEC21140-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

Explanation The number of interfaces found was not what was expected, indicating a possible hardware failure.

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

%DEC21140-3-ERRINT: [chars] csr0=[hex], csr5=[hex]

Explanation The Fast Ethernet controller has signaled an error condition on the specified port.

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

%DEC21140-1-INITFAIL: [chars] timed out, csr5=[hex]

Explanation The Fast Ethernet port initialization failed. This can be caused by a disconnected cable or a failure to detect the media in use.

Recommended Action Check the cabling. Try initializing the port again. 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

%DEC21140-5-JABBER: [chars] transmit timed out

Explanation The transmitter for the port adapter's Fast Ethernet port timed out and caused the transmission of a packet to fail.

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

%DEC21140-5-LATECOLL: [chars] transmit error

Explanation Late collisions are collisions that occur after transmitting the preamble. The packet will be retransmitted but this could indicate that another device is failing to detect when the network is in use.

Recommended Action If this recurs, check for malfunctions in other devices on the Fast Ethernet.

Error Message

%DEC21140-5-LOSTCARR: [chars] cable/transceiver problem?

Explanation The Fast Ethernet port lost its carrier while transmitting, meaning that it is no longer receiving signals from the LAN. This can be caused by a disconnected Fast Ethernet cable or a transceiver failure.

Recommended Action Check your Fast Ethernet wiring and port adapter. 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

%DEC21140-5-NOCARR: [chars] cable/connector problem?

Explanation The Fast Ethernet port did not find a carrier when preparing to transmit a packet, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cables or a transceiver failure.

Recommended Action Check your Fast Ethernet wiring and port adapter. 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

%DEC21140-2-NOISL: Interface [chars] does not support ISL

Explanation ISL is not supported on the specified interface's hardware.

Recommended Action No action is required.

Error Message

%DEC21140-3-NOTDEC21140: Bay [dec] device ID seen as [hex], expected [hex]

Explanation The Fast Ethernet driver failed to initialize.

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

%DEC21140-3-OWNERR: [chars] packet buffer, pak=0x[hex]

Explanation This message indicates an internal software inconsistency.

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

%DEC21140-3-RXFIFO: [chars] overflow error

Explanation The Fast Ethernet receiver was unable to deliver received data to a hardware buffer because the input rate exceeded the receiver's ability to handle the data. This problem could be caused by excessive system load.

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

%DEC21140-3-UNDERFLO: [chars] transmit error

Explanation The Fast Ethernet transmitter was ready to go before a packet was in the buffer. This problem could be caused by excessive system load.

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

%DEC21140-5-WATCHDOG: Enormous packet received on [chars]

Explanation A packet received via Fast Ethernet was dropped because of its excessive size.

Recommended Action If necessary, adjust the MTU of the interface. Otherwise, no action is required.

DIALER Error Messages

Dial-on-demand routing (DDR) error messages

Error Message

%DIALER-6-BIND: Interface [chars] bound to profile [chars]

Explanation This message indicates that a dialer interface has been bound to a dialer profile.

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

Error Message

%DIALER-2-NOSWIDB: No software interface associated with hw interface [chars]

Explanation An internal software error occurred.

Recommended Action Call your technical support representative and report the error message, the system version, and the router configuration. (Use the **show version** command to obtain the software version.)

Error Message

%DIALER-2-NULLPTR: Unexpected null pointer in [chars]

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. 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

%DIALER-6-UNBIND: Interface [chars] unbound from profile [chars]

Explanation This message indicates that a dialer interface has been unbound to a dialer profile.

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

DIALSHELF Error Messages

Dial shelf error messages on a router shelf

Error Message

%DIALSHELF-3-EVENT: Unknown event [dec] for slot [dec]

Explanation The software generated an unknown event for the specified slot. This is a software error.

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

Error Message

%DIALSHELF-3-INVALIDMSG: [chars] ([dec])

Explanation The router shelf received an invalid message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

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

Error Message

%DIALSHELF-3-MSG: Unknown message type [dec] from DSC

Explanation The router shelf received an unknown message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

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

Error Message

%DIALSHELF-3-SLOTSTATUS: Invalid change from [chars] ([dec]) to [chars] ([dec]) for slot [dec]

Explanation The software detected an invalid state change for the specified slot. This is a software error.

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

Error Message

%DIALSHELF-2-TIMEOUT: [chars] slot [dec] after [dec] secs in state '[chars]'

Explanation The specified dial shelf slot timed out as per the message. Either a software or a hardware component failed.

Recommended Action Try removing and reinserting the card. If that does not help, try a different card. 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

%DIALSHELF-2-UNDEFCARD: Card type [dec] in slot [dec]

Explanation The software does not have a driver for the card in the specified slot.

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

DLC Error Messages

Data-link control error messages

Error Message

%DLC-3-BADPARAM: Function [chars]: value [hex] passed in parameter [chars]

Explanation An internal software error occurred.

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

Error Message

%DLC-3-INVPCPEP: Close Station, invalid P_CEP

Explanation An internal 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

%DLC-2-NOMEMORY: no memory for [chars]

Explanation There was not enough free memory to complete the operation.

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

%DLC-3-OPTNULL: Error, NULL parameter unexpected

Explanation An internal 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

%DLC-3-WPUTERR: unknown port type [hex]

Explanation An internal 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.

DLSw Error Messages

Data-link switching error messages

Error Message

%DLSWC-3-BADCLSI: [chars] primitive not valid for dlsw [chars] [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADCLSI CNF: [chars] Invalid confirm [chars] [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADCLSIDATALEN: [chars] Bad data len = [dec] [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADCLSIHDRLEN: [chars] Bad header len = 0x[hex] [chars]

Explanation A data-link switching system error occurred.

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

Error Message

%DLSWC-3-BADCLSIIDTYPE: [chars] Invalid ID type = 0x[hex] [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADCLSIIND: [chars] Invalid indication [chars], [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADCLSIPRIMTYPE: [chars] Invalid primitive type = 0x[hex] [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADCLSIRET: [chars] Invalid ret code (0x[hex]) [chars], [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADCLSISAP: [chars] Bad clsi SAP id = [hex] [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADDLCOP: dlsw_action, bad dlc event [dec], [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADPEEROP: bad peer op in peer_to_core [dec]

Explanation A data-link switching system 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

%DLSWC-3-BADSSPEVENT: dlsw_action, bad ssp event [dec], [chars]

Explanation A data-link switching system 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

%DLSWC-3-BADSSPHDR: bad ssp hdr in proc ssp - [chars] = 0x[hex]

Explanation A Silicon Switch Processor (SSP) header received from the remote peer contains errors in one of the fields.

Recommended Action If the remote peer is a non-Cisco router, confirm that it supports the DLSw RFC 1795 standard.

Error Message

%DLSWC-3-BADSSPOP: bad ssp op in proc ssp [dec]

Explanation A Silicon Switch Processor (SSP) frame with an invalid command was received from the remote peer.

Recommended Action If the remote peer is a non-Cisco router, confirm that it supports DLSw RFC 1795 standard.

Error Message

%DLSWC-3-BADTIMEROP: dlsw_action, bad timer event [dec], [chars]

Explanation A data-link switching system 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

%DLSWC-3-FAILASSERT: Assertion failed: [chars]

Explanation An internal software inconsistency occurred. The router continues to operate.

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

%DLSWC-3-FORKFAIL: Can't fork : [chars] process

Explanation DLSw process cannot run.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory. If this message recurs, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message

%DLSWC-3-FSMACTION: [chars]

Explanation Indicates frames sent by DLSw on LAN or WAN side. This is good, expected behavior.

Recommended Action No action is required.

Error Message

%DLSWC-3-FSMCALL: [chars] state [chars], event: [chars][chars]

Explanation A data-link switching system 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

%DLSWC-3-FSMERR: fsm error [chars] [chars] [chars] event: [chars][chars]

Explanation A data-link switching system 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

%DLSWC-3-FSMINTERR: fsm internal error - [chars]

Explanation A data-link switching system 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

```
%DLSWC-3-FSMUNKERR: [chars] [dec]: [chars] [chars] event:[chars][chars] input:
[dec] [dec] states: [dec] [dec]
```

Explanation A data-link switching system 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

```
%DLSWC-3-IDMGR: [chars]
```

Explanation A data-link switching system 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

```
%DLSWC-3-INVALIDSTATE: finite state machine in invalid state
```

Explanation A data-link switching system 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

```
%DLSWC-3-INVALIDTIMER: bad timer pop for [chars], new state [chars]
```

Explanation A data-link switching system 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

```
%DLSWC-3-NODLSW: no dlsw, [chars]
```

Explanation A data-link switching system 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

%DLSWC-3-NOPARAM: dlsw_action, null param blk

Explanation A data-link switching system 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

%DLSWC-3-NOPEER: no peer, [chars]

Explanation A data-link switching system 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

%DLSWC-3-RECVSSP: SSP OP = [dec]([chars]) [chars] from [chars]

Explanation A Silicon Switch Program (SSP) frame was received from the remote peer.

Recommended Action No action is required.

Error Message

%DLSWC-3-SENDSSP: SSP OP = [dec]([chars]) [chars] to [chars] [chars]

Explanation A Silicon Switch Program (SSP) frame was sent to the remote peer.

Recommended Action No action is required.

Error Message

%DLSWP-3-PBADVALUE: DLSw: [chars]: invalid [chars] [dec]

Explanation A bad parameter value was passed to function chars1 - invalid parameter chars2 with value. This error should not cause any network problems unless it happens repeatedly.

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

%DLSWP-3-PCAPMISMATCH: DLSw: [chars]: [chars]

Explanation Priority keyword was used on one router but not on the other. The priority keyword is an option on the DLSw remote peer definition. If priority keyword is used on one router, it must be used on the other.

Recommended Action If you want to use prioritization, use it on both routers.

Error Message

%DLSWP-3-PGENERAL: DLSw: [chars] [chars]

Explanation A general error condition was detected as described in the message text. This error should not cause any network problems unless it happens repeatedly.

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

%DLSWP-3-PLFCHANGE: [chars] [dec]; [chars]

Explanation The largest frame size configured in the DLSw remote peer definition is being changed because the MTU size configured on the interface, used by DLSw, is less than the configured value of the largest frame on DLSw remote peer definition. The largest frame size is being changed to that configured on the interface.

Recommended Action If you want to use this largest frame size for DLSw, increase the MTU on the interface to a value larger than the configured largest frame size.

Error Message

%DLSWP-3-PNOMEM: DLSw: No memory to [chars]

Explanation The router ran out of system memory for operation, as described in the message text. Most likely, the router image requires more system memory (RAM) than the router contains.

Recommended Action Consult with your Cisco technical support representative about memory requirements for a specific image.

Error Message

%DLSWP-3-PPASSIVE: DLSw: passive open failed from [int]([dec]) - [dec]

Explanation The system does not have enough main memory (RAM) for TCP to allocate the data structures required to accept an incoming TCP connection. Most likely, the router image requires more system memory (RAM) than the router contains.

Recommended Action Consult with your Cisco technical support representative about memory requirements for a specific image.

DNET Error Messages

DECnet error messages

Error Message

%DNET-3-HEARSELF: Hello type [hex] for my address from [dec].[dec] via [chars]

Explanation The system is receiving its own DECnet packets. Either a serial line is looped back or another host with the same DECnet address is already present on the LAN.

Recommended Action Check the serial lines (if present) and the DECnet configuration.

Error Message

%DNET-4-MAPCON: Map entry [dec].[dec] conflicts with adjacency to [dec].[dec]

Explanation Your DECnet configuration is incorrect. A host that is specified as nonlocal is present on your local network.

Recommended Action Correct the configuration. Call your technical support representative if you need assistance.

DRIP Error Messages

Duplicate Ring Protocol error messages

Error Message

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

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

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

Error Message

%DRIP-3-DRIPFAIL: DRIP: Assertion failed: [chars]

Explanation An internal software error occurred.

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

DRP Error Messages

Director Response Protocol error messages

Error Message

%DRP-7-NOROUTE: no route for destination [int]

Explanation A software or hardware error occurred.

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

Error Message

%DRP-3-NOWRITE: unable to send response to [int]:[dec]

Explanation A software or hardware error occurred.

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

Error Message

%DRP-3-SUBNETTED: unable to determine metric for [int], [int] subnetted

Explanation A software or hardware error occurred.

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

DRVGRP Error Message

Interface driver operational error message

Error Message

%DRVGRP-3-CMD: Interface ([chars]): [chars] (cause :[int])

Explanation Interface driver initialization errors 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.

DSCCLOCK Error Messages

Dial shelf controller clock notification messages

Error Message

%DSCCLOCK-3-FAIL: The System Primary Clock is down. Moving to HOLDOVER state and waiting to see if it comes up

Explanation This message is generated whenever the current primary clock goes bad. The TDM clock circuit goes into HOLDOVER mode and a holdover timer is started to see if the bad clock turns good within the holdover time.

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

%DSCCLOCK-3-NOMEMORY: Failed to allocate memory for the DSC clocks

Explanation The clock switching software failed to allocate memory while adding a clock.

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

%DSCCLOCK-5-SWITCH1: Clock moving to NORMAL from FREERUN, selected clock is on slot [dec] port [dec] line [dec]

Explanation The primary TDM clock, which has been running off the local oscillator of DSC in FREERUN mode, switched to the line clock coming in via the specified trunk.

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

%DSCCLOCK-3-SWITCH2: Clock moving to FREERUN from HOLDOVER

Explanation The current primary TDM clock was deleted. Therefore the system primary switched to the DSC local oscillator, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

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

%DSCCLOCK-3-SWITCH3: Clock moving to NORMAL from HOLDOVER, selected clock is on slot [dec] port [dec] line [dec]

Explanation The current primary TDM clock was deleted. Therefore the system primary switched to the clock coming in via the trunk specified by the slot/port, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

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

%DSCCLOCK-3-SWITCH4: Switching to the user configured clock on slot [dec] port [dec] line [dec]

Explanation The TDM primary clock is switching from the default clock to the user configured clock coming in via a trunk. Phase continuity is maintained during the switchover.

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

%DSCCLOCK-3-SWITCH5: Switching to the clock on slot [dec] port [dec] line [dec]

Explanation The TDM primary clock is switching to the clock coming in via the trunk specified, most likely after the router-shelf and feature boards reload. The phase of the output TDM clock is forced to align with the input reference during the switchover.

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

%DSCCLOCK-3-SWITCH6: Switching to the clock on slot [dec] port [dec] line [dec] as the current primary has gone bad

Explanation The TDM primary clock switched to a backup clock coming in via the specified trunk since the current primary clock has failed.

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

%DSCCLOCK-3-SWITCH7: Moving to NORMAL mode from HOLDOVER mode, clock is slot [dec] port [dec] line [dec]

Explanation The TDM primary clock that is in HOLDOVER mode and whose source was a trunk port, switched to the same trunk port and moved to NORMAL mode with a phase alignment between the input source clock and output TDM reference clock. Most likely the router-shelf and the feature boards have reloaded.

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

%DSCCLOCK-3-SWITCH8: Moving to NORMAL mode from HOLDOVER mode without phase correction, clock is slot [dec] port [dec] line [dec]

Explanation The source trunk port of the TDM primary clock which had failed has turned good again before the holdover timer expiry. Therefore, the primary moved from HOLDOVER to NORMAL state without phase correction between input trunk reference and the output TDM clock.

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

%DSCCLOCK-3-SWITCH_ERROR1: Failed to select any clock as the system clock. Remaining in HOLDOVER mode

Explanation The clock selection algorithm failed to select any clock as the TDM primary clock.

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

%DSCCLOCK-3-UP: The System Primary Clock is up. Moving to NORMAL state from HOLDOVER

Explanation The TDM primary clock that had failed has turned good within the holdover time. Therefore, the TDM primary clock switched to the NORMAL mode from the HOLDOVER mode.

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.

DSC_ENV Error Messages

Cisco AS5800 environment monitor error messages

Error Message

%DSC_ENV-1-CRITICAL: Slot [dec], [chars] [int] [chars]

Explanation The card environmental parameters specified are outside the normal range of operation.

Recommended Action Check blowers and the ambient room temperature.

Error Message

%DSC_ENV-0-SHUTDOWN: Slot [dec], [chars] [int] [chars]

Explanation The card environmental parameters specified are outside the normal range of operation.

Recommended Action Check blowers and the ambient room temperature.

Error Message

%DSC_ENV-2-WARNING: Slot [dec], [chars] [int] [chars]

Explanation The card environmental parameters specified are outside the normal range of operation.

Recommended Action Check blowers and the ambient room temperature.

DSCEXTCLK Error Messages

Dial shelf controller clock error messages

Error Message

%DSCEXTCLK-5-SWITCH1: Clock moving to NORMAL from FREERUN, selected clock is external clock on DSC

Explanation The primary TDM clock, which has been running off the local oscillator of DSC in FREERUN mode, switched to the external network reference clock being fed from the DSC front panel.

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

%DSCEXTCLK-3-SWITCH3: Clock moving to NORMAL from HOLDOVER, selected clock is external clock on DSC

Explanation The current primary TDM clock was deleted. Therefore, the system primary switched to the clock coming in via the external network reference clock on the DSC front panel, which is the current highest priority good clock. Phase continuity is maintained during the switchover

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

%DSCEXTCLK-3-SWITCH4: Switching to the user configured external clock on DSC

Explanation The TDM primary clock is switching from the default clock to the user configured clock coming in via the DSC front panel clock feed. Phase continuity is maintained during the switchover.

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

%DSCEXTCLK-3-SWITCH5: Switching to the external clock on DSC

Explanation The TDM primary clock is switching to the clock coming in via the DSC front panel, most likely after the router-shelf and hence feature boards reload. The phase of the output TDM clock is forced to align with the input reference during the switchover.

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

%DSCEXTCLK-3-SWITCH6: Switching to the external clock on DSC as the current primary has gone bad

Explanation The TDM primary clock switched to a backup clock coming in via the DSC front panel external clock feed since the current primary clock failed.

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

%DSCEXTCLK-3-SWITCH7: Moving to NORMAL mode from HOLDOVER mode, selected external clock on DSC

Explanation The TDM primary clock, which is in HOLDOVER mode and whose source was the DSC front panel clock, switched to the same clock and moved to the NORMAL mode.

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

%DSCEXTCLK-3-SWITCH8: Moving to NORMAL mode from HOLDOVER mode without phase correction, selected external clock on DSC

Explanation The DSC front panel clock, which is the source of the current TDM primary clock and which had failed, turned good again before the holdover timer expiry. Therefore, the primary moved from HOLDOVER to NORMAL state without phase correction between input reference and the output TDM clock.

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.

DSI Error Messages

Cisco AS5800 dial shelf interconnect board error messages

Error Message

%DSI-3-AGENTSTATUS: Invalid change from [chars] ([dec]) to [chars] ([dec]) for slot [dec]

Explanation The software detected an invalid state change for the specified slot's mbus agent. This is a software error.

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

Error Message

%DSI-3-AGENTSTSCHNG: From [chars] ([dec]) to [chars] ([dec]) for slot [dec]

Explanation The software detected an mbus agent state change for the specified slot.

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

Error Message

%DSI-2-BADPORT: Out of range PCI port [dec]

Explanation The software specified an out-of-range port on the dial shelf interconnect board. This is a software error.

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

Error Message

%DSI-3-EVENT: Unknown event [dec] for slot [dec]

Explanation The software generated an unknown event for the specified slot. This is a software error.

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

Error Message

%DSI-3-SLOTSTATUS: Invalid change from [chars] ([dec]) to [chars] ([dec]) for slot [dec]

Explanation The software detected an invalid state change for the specified slot. This is a software error.

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

Error Message

%DSI-3-SLOTSTSCHNG: From [chars] ([dec]) to [chars] ([dec]) for slot [dec]

Explanation The software detected a state change for the specified slot.

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

DSPU Error Messages

Downstream physical unit error messages

Error Message

%DSPU-3-ActpuNegResponse: ACTPU Neg rsp received from PU [chars]

Explanation Remote PU rejected the router's request for an SSCP-PU session.

Recommended Action Verify PU configuration parameters at the router and at the remote PU. Determine whether the problem exists at the remote PU, and correct it. If the problem persists, call your Cisco technical support representative for assistance.

Error Message

%DSPU-3-CLSIBadAdptCorr: CLSI bad Adapter correlator, header= [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

%DSPU-3-CLSIBadIdentifier: CLSI bad identifier, header= [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

%DSPU-3-CLSIBadIdentifierType: CLSI bad identifier type, header= [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

%DSPU-3-CLSIBadLength: CLSI bad length, header= [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

%DSPU-3-CLSIBadPrimitiveCmd: CLSI bad primitive command, header= [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

%DSPU-3-CLSIBadPrimitiveType: CLSI bad primitive type, header= [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

%DSPU-3-CLSIBadReturnCode: CLSI bad return code: [dec], header= [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

%DSPU-3-CLSIUnexpctActSapCnf: CLSI unexpected ActivateSapCnf, header= [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

%DSPU-3-CLSIUnexpctDeactSapCnf: CLSI unexpected DeactivateSapCnf, header= [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

%DSPU-3-CLSIUnexpctEnableCnf: CLSI unexpected EnableCnf, header= [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

%DSPU-3-CLSIUnexpctIdStnInd: CLSI unexpected IdStnInd, header= [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

%DSPU-3-DSPU_BufferCorrupted: DSPU could not free buffer - buffer corrupted

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

%DSPU-3-LSConnInFailed: Connect in from remote address [chars] failed

Explanation Connection with remote station could not be established.

Recommended Action Verify configuration parameters at the router and at the remote station. Determine whether the router is configured to accept connectIn from this remote station.

Error Message

%DSPU-3-LSConnInFailedNoMem: Connect in from remote address [chars] failed; insufficient memory

Explanation Connection with the remote station could not be established because of insufficient memory in the router.

Recommended Action Correct low memory problem in the router. If the problem persists, call your technical support representative for assistance.

Error Message

%DSPU-3-LSConnInFromHostFailed: Connect in from host [chars] with remote address [chars] failed

Explanation Connection with the remote host could not be established.

Recommended Action Verify host configuration parameters at the router and at the host. Determine whether the router is configured to accept connection from this host.

Error Message

%DSPU-3-LSConnInFromPuFailed: Connect in from pu [chars] with remote address [chars] failed

Explanation Connection with the remote PU could not be established.

Recommended Action Verify PU configuration parameters at the router and at the remote PU. Determine whether the router is configured to accept connectIn from this remote PU.

Error Message

%DSPU-3-LSConnOutToHostFailed: Connect out to host [chars] failed

Explanation Connection with the remote host could not be established.

Recommended Action Verify host configuration parameters at the router and at the host. Determine whether the host is active and responding to connection requests.

Error Message

%DSPU-3-LSConnOutToPuFailed: Connect out to pu [chars] failed

Explanation Connection with the remote PU could not be established.

Recommended Action Verify PU configuration parameters at the router and at the remote PU. Determine whether the remote PU is active and responding to connection requests.

Error Message

%DSPU-3-LSInvalidMaxIFrame: Connection attempt failed from XID= [chars], Invalid MaxIFrame= [dec]

Explanation An invalid MaxIFrame value in an exchange identification (XID) was received from the remote station; connection with remote station could not be established.

Recommended Action Correct link-station configuration at the remote station.

Error Message

%DSPU-3-LSInvalidWindowSize: Connection attempt failed from XID= [chars], Invalid WindowSize= [dec]

Explanation An invalid WindowSize value in an exchange identification (XID) was received from the remote station; connection with remote station could not be established.

Recommended Action Correct link-station configuration at the remote station.

Error Message

%DSPU-3-LSNoACTPUCapability: Connection attempt failed from XID= [chars], ACTPU not supported

Explanation The remote station did not request PU 2.0 activation; connection with remote station is terminated.

Recommended Action Correct link-station configuration parameters at the remote station to request a system services control point (SSCP)-PU session with the router.

Error Message

%DSPU-3-LSXIDNegotiationError: XID Negotiation Error, bad byte= [dec], bad bit= [dec], sense data= [chars]

Explanation XID3 with an error indication was received from the remote station; connection with the remote station could not be established.

Recommended Action Determine, from the CV 22 byte or bit information, which field in the XID3 is rejected by the remote station, and correct the link-station configuration parameters at either the router or the remote station.

Error Message

%DSPU-3-NotifyNegRsp: LU [dec] received a Notify Neg Rsp from host [chars]

Explanation Remote host rejected the router's request to activate/deactivate an SSCP-LU session.

Recommended Action Verify host configuration parameters at the router and at the remote host. Determine whether the problem exists at the remote host and correct it. If the problem persists, call your technical support representative for assistance.

Error Message

%DSPU-3-SnaBadData: Bad SNA data received from PU [chars], data= [chars]

Explanation Unrecognized SNA data was received from the remote PU.

Recommended Action Correct the problem at the remote PU. If the problem persists, call your Cisco technical support representative for assistance.

Error Message

%DSPU-3-UnknownXid: XID Format not supported, XID= [chars]

Explanation Unsupported XID received from the remote station; connection with remote station could not be established.

Recommended Action Configure the remote station to send supported XID (if possible). Supported XID formats are XID Format 0 and XID Format 3.

DSX0 Error Messages

CT1 RBS timeslot status error messages

Error Message

%DSX0-5-RBSLINEDBUSYOUT: RBS of controller [dec] timeslot [dec] is dynamic busyout

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been dynamically busied-out on the specified timeslot and controller.

Recommended Action No action is required.

Error Message

%DSX0-5-RBSLINEDOWN: RBS of controller [dec] timeslot [dec] is down

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been disabled on the specified timeslot and controller.

Recommended Action No action is required.

Error Message

%DSX0-5-RBSLINESBUSYOUT: RBS of controller [dec] timeslot [dec] is static busyout

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been statically busied-out on the specified timeslot and controller.

Recommended Action No action is required.

Error Message

`%DSX0-5-RBSLINEUNBUSYOUT: RBS of controller [dec] timeslot [dec] is unbusyout`

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been restored from a busied-out condition on the specified timeslot and controller.

Recommended Action No action is required.

Error Message

`%DSX0-5-RBSLINEUP: RBS of controller [dec] timeslot [dec] is up`

Explanation This message indicates that Robbed-Bit Signaling (RBS) has been enabled on the specified timeslot and controller.

Recommended Action No action is required.

DSX1 Error Messages

Channelized E1 (Europe) and T1 (US) DSX-1 telephony standard error messages

Error Message

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

Explanation Munich 32 does not respond to a request.

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

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

Explanation Munich 32 is not responding to an action request.

Recommended Action If the problem persists, 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

`%DSX1-3-M32_BAD_BITRATE: Munich 32 bit rate not match: Ctrl = 0x[hex], Channel = [dec]`

Explanation A command cannot be carried out because there is a mismatch on the bit rate.

Recommended Action Make sure the configured data matches the supported speed.

Error Message

%DSX1-3-M32_BAD_INTQ: Munich 32 bad interrupt queue: Ctrl = 0x[hex], Channel = [dec]

Explanation An overflow might exist on the interrupt queue.

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

%DSX1-3-M32_BAD_STATE: Munich 32 in unknown state: Ctrl = 0x[hex], Channel = [dec]

Explanation Munich 32 went into an unknown state.

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

%DSX1-3-M32_ERR: Munich 32 error configuring channelized interface: Ctrl = 0x[hex], Channel = [dec]

Explanation An unidentified error occurred on Munich 32.

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

Error Message

%DSX1-3-M32_ILLEGAL_CHANNEL: Munich 32 channel invalid: Ctrl = 0x[hex], Channel = [dec]

Explanation The channel selected is not valid.

Recommended Action Make sure the channel supports the needed feature.

Error Message

%DSX1-1-M32_INPUT_CONGEST: Munich 32 channel input queue is congested

Explanation Cannot allocate receive buffers since input queue is at its maximum. This indicates data is coming faster than the receiver can handle.

Recommended Action Reduce data going into this channel and/or increase the number of input queues.

Error Message

`%DSX1-3-M32_MEM_ALLOC: Munich 32 channel memory allocation error: Ctrl = 0x[hex], Channel = [dec]`

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

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

Error Message

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

Explanation All timeslots on Munich are assigned.

Recommended Action Ensure there are channels available before use.

Error Message

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

Explanation This timeslot is assigned and cannot be used.

Recommended Action Ensure that the timeslot is available before use.

Error Message

`%DSX1-3-NOMEMORY: msgtxt_nomemory`

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

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

DUAL Error Messages

Enhanced Interior Gateway Protocol error messages

Error Message

`%DUAL-3-ANCHORCOUNT: Anchor count negative`

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

%DUAL-3-BADCOUNT: Route [chars], [dec] successors, [dec] rdbs

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

%DUAL-6-EVENT: [chars], [chars]

Explanation A hardware or software error occurred.

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

Error Message

%DUAL-3-INTERNAL: [chars] [dec]: Internal Error

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

%DUAL-3-LINKSEXIST: Interface [chars] going down and [dec] links exist

Explanation An interface is going down or is being removed from routing through IGRP, but not all links (neighbors) have been removed from the topology 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

%DUAL-3-LINKSTILLUP: Link [dec] [chars] still exists on [chars]

Explanation A hardware or software error occurred.

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

Error Message

%DUAL-3-MULTIFLOW: Flow control error, [chars], on [chars]

Explanation A hardware or software error occurred.

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

Error Message

%DUAL-5-NBRCHANGE: [chars] [dec]: Neighbor [chars] ([chars]) is [chars]: [chars]

Explanation A neighbor went up or down.

Recommended Action No action is required.

Error Message

%DUAL-3-NOBUFFER: No buffers available for [int] byte packet

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

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

Error Message

%DUAL-3-NOHANDLE: Handle [dec] is not allocated in pool

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

%DUAL-3-NOMATCH: Nexthop and infosource don't match. N = [chars], I = [chars]

Explanation A hardware or software error occurred.

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

Error Message

%DUAL-3-NOSOCKET: Unable to open socket for AS [dec]

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

%DUAL-3-PEERSEXIST: [dec] peers exist on IIDB [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

%DUAL-3-PROBESEQ: Bad probe sequence [dec] from [chars], expecting [dec]

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

%DUAL-3-RDBLEFT: Lingered DRDB deleting IIDB, dest [chars], nexthop [chars] ([chars]), origin [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

%DUAL-3-REFCOUNT: Negative refcount in pakdesc [hex]

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

%DUAL-3-SIA: Route [chars] stuck-in-active state in [chars] [dec]. Cleaning up

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

%DUAL-3-SIANOHANDLE: Stuck-in-active and [dec] unallocated handle(s) in reply-status table ([hex]). Cleaning up

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

%DUAL-3-UNKTIMER: Unknown timer type [dec] expiration

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.

DVMRP Error Messages

Distance Vector Multicast Routing Protocol (DVMRP) error messages

Error Message

%DVMRP-5-BADMASK: Bad mask [int] received from [int], Report ignored

Explanation A DVMRP route was received from another system with corrupted information and was discarded.

Recommended Action No immediate action is required. This message indicates a problem with the system that sent the bad routes, or the network media to that system. If the condition persists, contact the administrator of the malfunctioning system.

Error Message

%DVMRP-5-NBRDOWN: Neighbor [int] went down on [chars]

Explanation DVMRP activity has been shut down on the specified interface. This may be because the interface has been taken down, or because the DVMRP routes on that interface have all expired. Note that DVMRP activity is mutually exclusive of Tag Switching, so if the interface itself is still up then Tag Switching will be automatically re-enabled on that interface.

Recommended Action No action is required.

Error Message

%DVMRP-5-NBRUP: Neighbor [int] is up on [chars]

Explanation A DVMRP multicast neighbor is active on the specified interface. This is caused by the arrival and acceptance of DVMRP probes by that interface. This may indicate that a multicast session has been subscribed via a path passing through this router. Note that DVMRP activity is mutually exclusive of Tag Switching, so this will cause Tag Switching to be disabled on that interface.

Recommended Action No action is required.

Error Message

%DVMRP-4-NONPRUNER: Rejecting non-pruning peer [int] ([chars])

Explanation The router has rejected an IGMP report from a peer that is not capable of DVMRP pruning and grafting. This is because the router was configured with the **ip dvmrp reject-non-pruners** command to reject non-pruning peers.

Recommended Action If rejection of non-pruning DVMRP hosts is consistent with site policy, no action is required. Otherwise, the configuration can be changed with the **no ip dvmrp reject-non-pruners** command.

Error Message

%DVMRP-4-ROUTEHOG: Receiving [dec] routes from [int] ([chars]) in the last [chars]

Explanation The number of DVMRP routes received from the specified system exceeds the warning threshold for DVMRP route traffic.

Recommended Action Use the **ip dvmrp routehog-notification** command to change the warning threshold if necessary. Otherwise, check the system that is generating excessive DVMRP route traffic for the reason; it may be in a loop generating garbage.

Error Message

%DVMRP-4-ROUTELIMIT: Exceeded route-limit of [dec] routes, check your access-lists

Explanation The number of DVMRP multicast routes exceeds the configured maximum number. New routes (subscribers/viewers) cannot be added unless the configuration is changed.

Recommended Action If multicast traffic is of any priority among the traffic carried by this router, then use the **ip dvmrp route-limit** command to increase the number of DVMRP routes. Otherwise, no action is required.

EGP Error Messages

Exterior Gateway Protocol error messages

Error Message

%EGP-3-NOPDB: No pdb for [int]

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

%EGP-3-TOOBIG: Insufficient ([dec]) buffering for update message

Explanation An EGP update message was too large to fit into a single buffer.

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.

ENT_API Error Messages

Entity MIB API error messages

Error Message

%ENT_API-4-NOALIAS: [chars] entity not found when adding an alias with physical index = [int] and logical index = [int] to the Entity MIB

Explanation An attempt to add an alias entry to the Entity MIB was made. The logical or physical entity with the specified index does not exist, and so the alias entry creation failed.

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. Using your network management system (NMS) tool, also provide the content of the Entity MIB table.

Error Message

%ENT_API-3-NOCREAT: EntityApiProcess not created - Entity MIB will not be initialized

Explanation Attempt to start EntityApiProcess failed when the entity subsystem was initialized. The Entity MIB will not be populated.

Recommended Action The Entity MIB API process was not created, possibly because of a lack of memory. If you want to use the Entity MIB API, reconfigure the box so that less memory is used by other features, or add more memory to the system. Reload the box after reconfiguring.

Error Message

`%ENT_API-4-NOENT: Trying to add or delete an unknown entity to the Entity MIB`

Explanation An attempt to add/delete an unknown entity to the Entity MIB was made. The request could not be processed.

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. Using your network management system (NMS) tool, also provide the content of the Entity MIB table.

Error Message

`%ENT_API-4-NOLPMAP: [chars] entity not found when adding an LPMapping entry with logical index = [int] and physical index = [int] to the Entity MIB`

Explanation An attempt to add an LPMapping entry to the Entity MIB was made. The logical or physical entity with the specified index does not exist, and so the LPMapping entry creation failed.

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. Using your network management system (NMS) tool, also provide the content of the Entity MIB table.

Error Message

`%ENT_API-4-NOPARENT: Parent physical entity [int] did not exist when trying to add child physical entity [int]`

Explanation An attempt to add a physical entity failed, because its parent physical entity did not exist in the entPhysicalTable of the Entity MIB.

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. Using your network management system (NMS) tool, also provide the content of the Entity MIB table.

Error Message

`%ENT_API-4-NOPORT: Physical entity does not have a Port PhysicalClass when adding an alias with physical index = [int] and logical index = [int] to the Entity MIB`

Explanation An attempt to add an alias entry to the Entity MIB was made. The physical entity with the specified index does not have an entPhysicalClass of 10(Port class) and so the alias entry creation failed. See RFC2037 for the definition of the PhysicalClass textual-convention and the aliasMappingEntry object.

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. Using your network management system (NMS) tool, also provide the content of the Entity MIB table.

ENVM Error Messages

Environmental monitor card error messages

Error Message

%ENVM-3-BLOWER: [chars] may have failed

Explanation One of the router's cooling fans may be close to failure.

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

Error Message

%ENVM-3-CPUCARD: Unknown CPU type [dec]

Explanation A CPU card in the system was not recognized by the software.

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

%ENVM-2-ENVCRIT: [chars] measured at [chars]

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

Recommended Action Correct the specified condition or the system may shut itself down as a preventive measure. This condition could cause the system to not operate properly. 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

%ENVM-4-ENVWARN: [chars] measured at [chars]

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

Recommended Action Closely monitor the condition and correct if possible. 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

%ENVM-3-LASTENV: [chars]

Explanation Non-volatile EEPROM storage of environmental statistics failed. This may be caused by an EEPROM (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

%ENVM-3-NOACK: Access to [chars] failed

Explanation One of the temperature sensors was not ready for the initiation of temperature environmental monitoring. The software is attempting to restart the sensor.

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

%ENVM-3-NOFORK: Could not start environment polling process

Explanation The software could not spawn the environmental monitoring process, possibly because of low memory. No monitoring will be performed.

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

Error Message

%ENVM-6-PSCHANGE: [chars] changed from [chars] to [chars]

Explanation This message indicates the absence or detection of a new type of power supply in the system. This can be expected when hot-swappable power supplies are swapped.

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

Error Message

%ENVM-6-PSLEV: [chars] state changed from [chars] to [chars]

Explanation One of the power supply test points underwent a state change.

Recommended Action Closely monitor the condition and correct if possible. 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

%ENVM-0-SHUT: Environmental Monitor initiated shutdown

Explanation The environmental monitor initiated a system shutdown.

Recommended Action Look at previous environmental messages to determine the cause of the shutdown and correct the problem if possible. 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.

ENV_MON Error Messages

Cisco 12000 environmental monitor error messages

Error Message

%ENV_MON-2-FAN: Fan array has reached [chars] level

Explanation There might be a hardware problem with the fan array. If the error condition continues for two minutes, the router automatically shuts down to prevent damage to router components.

Recommended Action If the system shuts down, replace the fan tray. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

%ENV_MON-2-FANOK: Fan array has recovered

Explanation One or more of the variable speed fans on the Cisco 7010 recovered from a prior failure.

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

Error Message

%ENV_MON-1-SHUTDOWN: Environmental Monitor initiated shutdown

Explanation The system reached a shutdown temperature level and the router is being shut down to avoid any damage.

Recommended Action Attempt to resolve the temperature problem. If the problem is not resolved, call your technical support representative for assistance.

Error Message

%ENV_MON-2-SUPPLY: [chars] Power Supply is Non-Operational

Explanation A power supply is not working or is not turned on.

Recommended Action Check that the power supply is turned on. If it is turned on and still does not operate, call your technical support representative for assistance.

Error Message

%ENV_MON-2-TEMP: [chars] temperature has reached [chars] level at [dec](C)

Explanation The specified temperature sensor has reached a warning or critical level and is approaching a condition that is outside the acceptable range.

Recommended Action Attempt to resolve the temperature problem. If the problem is not resolved, call your technical support representative for assistance.

Error Message

```
%ENV_MON-3-UNKNOWN_TEMP_SENSOR: sensor [dec] in slot [dec] value = [dec].[dec]
```

Explanation A temperature measurement was received from an unknown sensor. This is probably a software error. It can also occur if the mbus data gets corrupted.

Recommended Action This is an informational message only. No action is required. If the condition persists, contact your technical support representative.

Error Message

```
%ENV_MON-3-UNKNOWN_VOLTAGE_SUPPLY: supply [dec] in slot [dec] value = [dec]
```

Explanation A voltage measurement was received from an unknown supply. This is probably a software error. It can also occur if the mbus data gets corrupted.

Recommended Action This is an informational message only. No action is required. If the condition persists, contact your technical support representative.

Error Message

```
%ENV_MON-2-VOLTAGE: [chars] volts has reached [chars] level at [chars](V)
```

Explanation The specified voltage supply has reached a critical level and is now out of specification.

Recommended Action Verify the failure and call your technical support representative for repair or replacement.

EPAD Error Messages

Encryption port adaptor driver error messages

Error Message

```
%EPAD-1-ERROR: [chars]
```

Explanation A software error occurred. The message will include more information that can be used to identify the problem.

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

Error Message

```
%EPAD-1-INITFAIL: [chars]
```

Explanation The encryption port adapter failed to initialize.

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

```
%EPAD-1-WARNING: [chars]
```

Explanation This message indicates a non-fatal warning condition. The message will include more information about the nature of the problem.

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.

ESWITCH Error Messages

Ethernet switch port adapter error messages

Error Message

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

Explanation A software or hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

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

Explanation A configuration error occurred.

Recommended Action Configure a bridge-group on the interface.

Error Message

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

Explanation A configuration error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

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

Explanation A software or hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

%ESWITCH-1-UNICASTDELVP: ESWITCH([dec]), Cannot flush unicasts from vLAN [dec] on uplink

Explanation A hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

Error Message

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

Explanation A hardware error occurred.

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

ETHERNET Error Messages

C1000 series Ethernet error messages

Error Message

%ETHERNET-1-NOMEMORY: msgtxt_nomemory

Explanation Insufficient memory exists to allocate the necessary memory pools.

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

Error Message

%ETHERNET-1-TXERR: [chars]: Fatal transmit error. Restarting...

Explanation A fatal transmit error occurred on the Ethernet line, causing the line to be restarted.

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

Error Message

%ETHERNET-4-UNSUPPORTFC: Interface Ethernet[dec] not supported by [chars] image

Explanation The specific Ethernet interface is not supported by the operating system currently running.

Recommended Action If the hardware configuration is supported by a newer release of the operating system, you should upgrade the software in order to support this interface.

EXPRESSION Error Messages

Expression MIB error messages

Error Message

%EXPRESSION-3-BADTYPE: Found data type [hex] in expression (should be [chars] type)

Explanation While evaluating an expression, an operand was found with an unexpected data type. Evaluation of this expression has been aborted.

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

Error Message

%EXPRESSION-3-FAILASSERT: Assertion failed: [chars]

Explanation An operation within the Expression MIB subsystem encountered a data value that is out of range, or of an unexpected value, indicating a logic error within the subsystem.

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

FABRIC Error Messages

Fabric Interface ASIC (FIA) error messages

Error Message

%FABRIC-3-CRC: Switch card [int]

Explanation An excessive number of CRC16 errors were detected from one of the fabric switch cards. This error almost always indicates a hardware problem, either on the fabric card that is displayed in the error message or the line card/RP that is reporting the error.

Recommended Action Use the **show controller fia** command on the RP and other cards to determine if all the cards see the problem or if only one card sees the problem. If it is only one card, replace the line card or RP. If more than one card sees the problem, replace the switch card.

Error Message

```
%FABRIC-3-FIFOERR: [chars] FIFO Error was detected.
[chars], Data = 0x[hex]
```

Explanation A FIFO error was detected by the FIA hardware.

Recommended Action The device will be reset. If the problem persists, the card will be automatically reset. If this message recurs, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message

```
%FABRIC-3-HALT: [chars]
```

Explanation The fabric hardware was not able to correct itself.

Recommended Action Try reseating the boards. If this message recurs, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message

```
%FABRIC-3-INIT: Bad Configuration master_sca = [hex] csc_installed = [hex].
```

Explanation The configuration of the Clock Scheduler Cards and Switch Cards is invalid.

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

Error Message

```
%FABRIC-3-LOS: LOS for slot [int] was [chars]
```

Explanation A loss of synchronization between the line card and the switch card was detected or cleared. The data shows the fabric cards from where the errors were detected.

Recommended Action Try reseating the boards. If this message recurs, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message

```
%FABRIC-3-PARITYERR: [chars] parity error was detected
[chars] Data = 0x[hex]
```

Explanation A parity error was detected by the FIA hardware.

Recommended Action The device will be reset. If the problem persists, the card will be automatically reset. If this message recurs, copy the error message exactly as it appears and report it to your Cisco technical support representative.

Error Message

%FABRIC-3-REQUESTERR: Request error was detected. Type = [dec]

Explanation A request error was detected by the FIA hardware.

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

Error Message

%FABRIC-3-UNEXPECTED: Unexpected interrupt was detected from the [chars] FIA.

Explanation An unexpected interrupt was detected by the FIA hardware.

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

FB Error Messages

Cisco AS5800 feature board error messages

Error Message

%FB-3-AGENTSTATUS: Invalid change from [chars] ([dec]) to [chars] ([dec]) for slot [dec]

Explanation The software detected an invalid state change for the specified slot's mbus agent. This is a software error.

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

Error Message

%FB-2-BADPORT: Out of range PCI port [dec]

Explanation The software specified an out-of-range port on the feature board. This is a software error.

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

Error Message

%FB-3-EVENT: Unknown event [dec] for slot [dec]

Explanation The software generated an unknown event for the specified slot. This is a software error.

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

Error Message

```
%FB-6-OIR: Card in slot [dec] [chars]
```

Explanation A dial shelf feature card was inserted or removed from the specified slot.

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

Error Message

```
%FB-3-SLOTSTATUS: Invalid change from [chars] ([dec]) to [chars] ([dec]) for slot [dec]
```

Explanation The software detected an invalid state change for the specified slot. This is a software error.

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

FBINFO Error Messages

Cisco 5800 feature board crash information subsystem error messages

Error Message

```
%FBINFO-3-CRASH: Feature board in slot [int] crashed
```

Explanation The feature board in the indicated slot crashed and sent a CRASH_START message to the DSI. The DSI is now waiting for the rest of the crash information from the line card to be sent via the MBUS (stack trace, context, version, etc.). This should happen in a few milliseconds after receiving the CRASH_START message. The DSI software was not otherwise notified of the line card crash—that will happen after all the crash information has been sent to the DSI. In the unlikely event that the subsequent crash information messages are not received by the DSI within a reasonable time limit (perhaps 10 seconds), the DSI will print a TIMEOUT error message indicating such and tell the rest of the DSI software that the feature board has crashed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support**, **show context summary**, and **show context slot** commands on the RS to gather data that may provide information to determine the nature of the error. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%FBINFO-3-INVDEV: Invalid feature board number in MBUS callback (LC=[int])

Explanation The feature board crash information subsystem on the DSI was called from the MBUS subsystem with an invalid DEVICE identifier. The DEVICE in this case is supposed to be the slot number of the line card, but it was out of range. This usually indicates a software error in the system but it is possible that the problem is the result of a bad MBUS hardware somewhere in the system (most likely the DSI MBUS module).

Recommended Action Report this error with as much information about the MBUS subsystem as possible. There is no adverse effect to the DSI—it ignores the bad callback and continues. If the problem persists, reboot the router.

Error Message

%FBINFO-3-INVSTATE: Feature board crash server in bad state (LC=[int], state=[int])

Explanation The feature board crash information subsystem for the feature board indicated it is in an unknown state. This is because of a software error in that subsystem.

Recommended Action Report this error with as much information about the MBUS subsystem and the feature board crash information subsystem as possible.

Error Message

%FBINFO-3-NOPROCESS: Failed creating feature board complete process

Explanation When creating the crash complete process for the crash information subsystem the create_process call failed. This should not happen. It is probably the result of a software error or hardware failure. This error should only occur during initialization.

Recommended Action Rebooting the system should fix this problem. If the condition persists on subsequent reloads of the system, a bug should be filed and the system should be reloaded with a different image.

Error Message

%FBINFO-3-TIMEOUT: Timeout waiting for crash info from slot [int]

Explanation The crash information complete timer expired. When a feature board crashes, it sends information to the DSI for debugging and analysis. When the START OF CRASH message is received, a timer is set for approximately 10 seconds. The line card has 10 seconds to send all the crash information to the DSI. This is not a crash dump. It is a small amount of information that usually includes context, stack trace, etc. It is less than 8K bytes of information. If an END OF CRASH information message is not received before the timer goes off, the crash information record is closed (contains partial information), this message is displayed, and the rest of the system is

notified that the feature board crashed (at which point it is probably reloaded). If the feature board sends more crash information after the timer goes off and before the system resets the feature board additional UNXMSG error message might be displayed.

Recommended Action No action is required specifically because this message was displayed; however, because the feature board crashed, there might be other defects to report. If this message is seen without a feature board crash report, report this message and the output of the **show tech-support** command on the RS *and* on the feature board that did not crash but was mentioned in this error message.

Error Message

```
%FBINFO-4-TRUNC: Crash record ([int]=[chars]) truncated (expected=[int],
actual=[int])
```

Explanation A feature board crashed and sent crash information to the RS. The RS received a CRASH RECORD START message that indicated the data would be so many bytes long. Before that amount of bytes were received, the RS received another CRASH RECORD START message indicating the start of another record. The current record is marked as truncated, and the next record is received, but the anomaly is noted in this error message. This is a problem, but because what started this process was a line card crashing, this might only be a symptom of another underlying problem.

Recommended Action Report this defect with as much information about the MBUS subsystem and the line card crash information subsystem as possible.

Error Message

```
%FBINFO-4-UNXMSG: Unexpected crash info msg type ([chars]) in state [chars]
(LC=[int])
```

Explanation The feature board crash information subsystem received an unexpected message for the state it is in. The state and message type are given in the error message. This does not have any adverse effect on the DSI since it ignores and/or recovers from this occurrence. This message could occur if a feature board is crashing. The source of the crash on the line card is more interesting. If this occurs without a line card crash, it is because of a stray/errant MBUS message that should be pursued. This problem could also be the result of a dropped MBUS message.

Recommended Action Find the source of the crash on the feature board if one was crashing when the message occurred. If no feature board crashed, report this defect with as much information about the MBUS subsystem and the feature board crash information subsystem as possible. If this message recurs, reboot the router to remove this message.

FDDI Error Messages

Fiber Distributed Data Interface error messages

Error Message

```
%FDDI-3-BADSLOT: Unit [dec], Slot [dec] does not exist
```

Explanation The main processor detects an invalid slot location for one of the network interface cards. This should never happen.

Recommended Action Call your technical support representative about obtaining a replacement card.

Error Message

```
%FDDI-3-BADUNIT: msgtxt_badunit
```

Explanation This error message is displayed when the system cannot find the chipset registers where it expects them to be. This is most likely 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

```
%FDDI-3-FDDIFAIL: Interface [chars], [chars], [chars] = [hex]
```

Explanation The FDDI interface failed.

Recommended Action Save the output of the error message and call your technical support representative for assistance.

Error Message

```
%FDDI-3-FDDIFAIL2: Interface [chars], [chars], [chars] = [hex], [chars] = [hex]
```

Explanation The FDDI interface failed. This is the second line of the preceding FDDIFAIL message. This line contains debug information.

Recommended Action Save the output of the error message and call your technical support representative for assistance.

Error Message

```
%FDDI-3-NOCAM: Unit [dec], No CAM exists for this interface
```

Explanation A hardware or software error occurred.

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

Error Message

%FDDI-1-NOMEMORY: msgtxt_nomemory

Explanation The FDDI Management Information Base/Station Management (MIB/SMT) processing functions could not initialize because of insufficient memory.

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

FILESYS Error Messages

File system error messages

Error Message

%FILESYS-5-DEV: PCMCIA flash card [chars] [chars]

Explanation A file system's status changed. Follow the instructions provided with the message.

Recommended Action No action is required.

Error Message

%FILESYS-3-FLASH: [chars] [chars] error [dec]

Explanation A file system error has 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.

