



M32X Error Messages

M32X Basic Rate Interface (BRI) trunk card error messages

Error Message

```
%M32X-1-DWNLDCKSM: M32X: Download checksum error (sent = 0x[hex], received = 0x[hex])
```

Explanation The download of the internal microcode to the M32X failed to checksum correctly. This message usually indicates a M32X hardware failure.

Recommended Action Perform a power cycle. 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

```
%M32X-1-DWNLDLDFL: M32X down load failed
```

Explanation The M32X trunk card failed. It could not download its operational microcode.

Recommended Action Perform a power cycle. 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

```
%M32X-1-INITFAIL: M32X slot [dec]: Init Failed at [chars]
```

Explanation The M32X trunk card did not complete hardware initialization.

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

%M32X-3-MBXREAD: M32X: Stale msg in [chars] - mbx0:%lx mbx1:%lx mbx2:%lx

Explanation The M32X has not responded to a message within a specified 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

%M32X-1-NOTCMLPT: M32X download failed to complete

Explanation The M32X trunk card has failed. It could not download its operational microcode.

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

%M32X-3-NOTM32X: Device reported [hex]

Explanation A hardware error occurred involving the PCI interface for an M32X trunk card

Recommended Action If it is an M32X trunk card then this error message is caused by a malfunction. This message may also be caused by another PCI device being mistaken for an M32X. 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

%M32X-1-NOTREADY: Not ready for download

Explanation The M32X trunk card did not respond when commanded to download its operational microcode.

Recommended Action Perform a power cycle. 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

%M32X-3-PANIC: M32X: Exception [dec], trace [dec]

Explanation A software or hardware error occurred in the M32X trunk card.

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

Error Message

```
%M32X-5-REMLOOP: M32X controller [dec], channel [dec]: remote loopback [chars], [chars]
```

Explanation The interface entered or exited a remote loopback.

Recommended Action No action is required.

Error Message

```
%M32X-1-STARTFAIL: [chars]: Channel enable failed
```

Explanation A software or hardware error occurred. The M32X trunk card is not responding to commands used to initialize it.

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

Error Message

```
%M32X-1-STOPFAIL: [chars]: Channel disable failed
```

Explanation A software or hardware error occurred. The M32X trunk card did not respond to a request to disable an interface.

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

Error Message

```
%M32X-3-TOOSMALL: M32X: [chars] - packet was less than two bytes
```

Explanation An output packet was detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this error message.

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.

MAILBOX Error Messages

ChipCom mailbox error messages

**Note**

All MAILBOX-class messages are generated in response to various conditions arising from the use of a *mailbox* implemented on a partner port of the Cisco 2500. The mailbox is used to pass administrative information between the router and the main management module of the partner's platform.

Error Message

```
%MAILBOX-3-BADCHKSUM: Checksum failed. Expected = 0x[hex], calculated = 0x[hex].  
Ignoring PDU
```

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

```
%MAILBOX-3-BADECHO: Echo-response did not match echo-request!
```

Explanation The data received from an ECHO_RESPONSE protocol data unit (PDU) did not match the original data provided in the ECHO_REQUEST. Usually, this message is seen during initialization, and indicates a catastrophic failure of the mailbox interface. See MAILBOX-3-INITFAIL for more information.

Recommended Action Confirm the router module installation. Ensure that the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

Error Message

```
%MAILBOX-3-BADPDU: PDU of type [chars] received. Invalid or unsupported. Ignoring
```

Explanation The protocol data unit (PDU) received was valid, but the type is not supported in the current software implementation. It will be ignored.

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

Error Message

```
%MAILBOX-3-INITFAIL: Mailbox initialization failure. [chars] Mailbox offline
```

Explanation A catastrophic failure involving the initialization of the administrative mailbox occurred. The mailbox will be taken offline and remain in that state until a router module reset, or a system reload, occurs. At that time, initialization will again be attempted. Note that the functionality of the router (its ability to receive and forward packets) is not affected by this error.

Recommended Action Confirm the router module installation. Ensure that the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

Error Message

```
%MAILBOX-6-INITOK: Mailbox initialization successful
```

Explanation This message is generated after a router reload to indicate the mailbox was successfully initialized.

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

Error Message

%MAILBOX-7-MBOXDEBUG: [chars]

Explanation This message header is paired with general debugging messages used to provide information about the functionality of the mailbox. To enable mailbox debugging, issue the **debug mailbox** command.

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

Error Message

%MAILBOX-3-NOECHO: Echo-request timed out. No response received. Mailbox offline

Explanation An ECHO_RESPONSE was not received in the appropriate time after the generation of an ECHO_REQUEST. This failure only occurs during mailbox initialization, and indicates a problem between the communication path of the router module and its carrier card.

Recommended Action Confirm the router module installation. Ensure that the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

Error Message

%MAILBOX-3-OFFLINE: [chars] mailbox is offline. Interrupt ignored

Explanation This message is generated when an attempt is made by the management module to communicate with an offline mailbox. When it appears, it indicates a problem exists between the perceived state of the mailbox from the router's side versus the management module's side.

Recommended Action Issue a system-wide reset on the management module. If the error persists, call your technical support representative for assistance.

Error Message

%MAILBOX-7-ONLINE: [chars] mailbox coming online

Explanation This message is generated only when mailbox debugging is enabled. It provides information about the state of each incoming or outgoing mailbox.

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

Error Message

%MAILBOX-7-READ: Reading 0x[hex] from carrier

Explanation This message is generated only when mailbox debugging is enabled. It provides very low-level information about the incoming mailbox data stream.

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

Error Message

%MAILBOX-3-TIMEOUT: Intra-PDU timeout occurred on [chars] mailbox data

Explanation A timeout occurred while sending or receiving the characters of a protocol data unit (PDU). The entire PDU will be ignored.

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

Error Message

%MAILBOX-7-WRITE: Writing 0x[hex] to carrier

Explanation This message is generated only when mailbox debugging is enabled. It provides very low-level information about the outgoing mailbox data stream.

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

MBRI Error Messages

Multi-BRI port module error messages

Error Message

%MBRI-1-CHANINITFAIL: [chars] [chars] failed

Explanation The MBRI network module failed to complete initialization.

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

Error Message

%MBRI-1-INITFAIL: Port Adapter in bay [dec], shutting down PA

Explanation The MBRI network module failed to complete initialization.

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

Error Message

%MBRI-3-NOTMBRI: Bay [dec] device ID seen as [hex], expected [hex]

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

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

Error Message

%MBRI-1-TIMERPOOL_EMPTY: [chars] could not get timer element

Explanation The requested operation could not be accomplished because a global pool of timer elements was empty. This may be caused by a transient condition.

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

Error Message

%MBRI-3-UNKNOWN_STATE: [chars] layer1 state is [dec]

Explanation The MBRI driver detected an invalid Layer 1 condition.

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

MBUS Error Messages

Maintenance bus error messages

Error Message

%MBUS-3-BADCLK: Slot [dec] does not see fabric clock from [chars]
Card will not operate on fabric using this clock

Explanation The slot must see the fabric clock from at least one of the CSC cards. If just one CSC is present, the card must sync to that clock to operate on the fabric. If two CSCs are present, the following cases are possible:

- If the CSC was configured to be redundant, the card will function if it can sync to at least one of the clocks. The card will be configured to use that clock in the non-redundant mode.
- If the CSC cards are not redundant (this is not expected to happen unless the CSC is defective), the whole chassis will be configured for one of the two CSCs and all the cards must sync to the primary CSC. A card that failed to sync to the selected primary CSC will not operate over the fabric. Note that if two CSCs are present, they will be configured as redundant unless the clocks fail to lock. In that case, that error message should have been reported earlier in the process.

Recommended Action Verify that the card is seated correctly. Try to reset or power cycle the card. Run diagnostics for the card if possible. If the condition recurs, copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

%MBUS-0-CLKFAIL: Switched Primary Clock to [chars] ; FS error in slot [int]

Explanation The primary clock for the system had to be changed because of frame sync errors detected in the specified slot. The switch will be done under the conditions described below. Note that when the switch to a new clock is made, the RP/CSC combination is not known to have failed previously. The switch is made when

- the GRP/Primary CSC detects frame sync failures.
- the GLC/SFC/Secondary CSC detect frame sync failures. These switchovers are ratelimited to once every 10 minutes.
- a card can cause only one switchover. Note that the card being unable to detect frame syncs from the primary clock is a catastrophic failure which makes it inoperable on the fabric. The condition will usually manifest itself as a CRC error in the FIA, resulting in transfer errors over the fabric.

Recommended Action This is a hardware failure. Run diagnostics on the specified card and the original primary CSC if possible. If fabric errors persist, remove the CSC, copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

%MBUS-2-CLKSTATUS: Slot [dec] [chars]

Explanation The slot clock changed its redundancy state. If the card lost its redundancy state, it can still operate with the other clock. This problem may be localized to the line card or may be a global event caused by a malfunctioning CSC card. In the latter case, all line cards will show this condition.

Recommended Action Verify that the other clock is seen correctly using the **show controller clock** command.

Error Message

%MBUS-2-CLKSYNC: [chars] could not lock to [chars]
Clocks could not be configured as redundant

Explanation Failed to lock fabric clocks. This implies that Clock/Scheduler redundancy cannot be achieved in this configuration. If this failure occurred during the boot process, the system primary clock will be chosen by a majority rule (that is, the primary clock will be the clock synched to by the majority of the cards). If this failure occurred during an OIR event, the initial primary clock will be maintained. Cards that do not sync to the selected primary clock will not operate over the fabric. Use the **show controller clock** command to check the clock configuration for the individual cards.

Recommended Action This is a hardware failure. Replace or re-insert the CSC cards and try again. If the condition recurs, copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

```
%MBUS-3-CSCCLK: Fab CLOCK FPGA in Slot [dec] did not see all Fabric Clocks.
FAB_CLK_FPGA_fabClkSts Register = [hex]
If bit 0 of the register is set implies clk_0 is bad
if bit 1 of the register is set implies clk_1 is bad
Fabric Clocks could not be configured as redundant.
```

Explanation There are two CSC cards in the system but they cannot sync to each other. Therefore, they are configured as non-redundant.

Recommended Action Copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

```
%MBUS-3-CSC_ONLY: Slot [dec] can only have CSC cards
```

Explanation Slots 16 through 17 can contain only CSC cards.

Recommended Action Remove non-CSC cards from specified slot. If you are sure it is a CSC card, verify that the EEPROM is programmed correctly. Use the **show diags details** command to read the EEPROM contents and report it to your technical support representative.

Error Message

```
%MBUS-6-CSC_OVER_BKPL: [chars] overriding backplane nvram chassis type [chars]
```

Explanation The CSC card represents a different chassis type than programmed into the chassis backplane NVRAM.

Recommended Action Contact your technical support representative.

Error Message

```
%MBUS-6-DISCOVERED_CARDS: [dec] [chars] present in 0x[hex] (bitmask)
```

Explanation This is the list of discovered cards.

Recommended Action No action is required.

Error Message

```
%MBUS-2-DNLDFAIL: [chars] download to slot [dec]
```

Explanation The specified image could not be downloaded to the card. The card will be automatically reset and the download retried.

Recommended Action Try resetting or re-inserting the card. You may also try power cycling the card. If the condition recurs, copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

%MBUS-0-DOWNREV: [chars] [dec] [chars]

Explanation The specified module is an old version.

Recommended Action Obtain the new version from your technical support representative.

Error Message

%MBUS-3-EEPROM: Failed read EEPROM location [hex] in slot [dec] [chars]

Explanation Failed to read the EEPROM contents in the specified slot.

Recommended Action Check other error messages that follow.

Error Message

%MBUS-6-FABCONFIG: Switch Cards 0x[hex] (bitmask)
 Primary Clock is [chars]
 Fabric Clock is [chars]
 Bandwidth Mode : [chars]

Explanation The Switch Fabric is configured as mentioned.

Recommended Action No action is required.

Error Message

%MBUS-0-FAB_FAILURE: Unrecoverable fabric error detected on switch card [int]

Explanation Errors have been detected by the line card/RP from the indicated switch card. However, because of the lack of redundancy in the fabric, this card cannot be removed.

Recommended Action Replace this switch card and contact your technical support representative.

Error Message

%MBUS-0-FABINIT: Failed to initialize switch fabric infrastructure

Explanation Check the previous set of error messages. At least one CSC card must be detected and configured.

Recommended Action Insert a CSC card. If a CSC card is present, verify it is seated correctly and then power cycle or reboot the GSR. If the condition persists, copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

%MBUS-6-FIA_CONFIG: Switch Cards 0x[hex] (bit mask Primary Clock [chars]

Explanation The FIA was configured as specified.

Recommended Action No action is required.

Error Message

%MBUS-6-FIA_STATE: [chars]

Explanation The FIA has been halted.

Recommended Action No action is required.

Error Message

%MBUS-3-GETMSGFAIL: Failed getting process message from MBUS device [int] -- [chars]

Explanation An MBUS message was sent and a response was received (or at least it did not time out), but when the scheduler was asked for the message, an error occurred.

Recommended Action Submit a bug with as much information as possible, including the console output at the time of the error.

Error Message

%MBUS-0-GRP_NO_FRAMESYNC:

Explanation The GRP must see Frame Syncs every 1.04 ms.

Recommended Action Power cycle the GSR. If the condition recurs, contact your technical support representative.

Error Message

%MBUS-6-GRP_STATUS: [chars] [dec] [chars]

Explanation This message indicates GRP Master/Slave status information.

Recommended Action No action is required.

Error Message

%MBUS-3-IOSCRASH: Slot [dec]

Explanation The ROM monitor reports that the Cisco IOS software on the line card crashed.

Recommended Action The line card is automatically reset by the GRP. If the problem recurs, try re-inserting the line card or run diagnostics on the line card.

Error Message

%MBUS-2-LAUNCHERR: [chars] for Slot [dec] status [hex]

Explanation The specified module could not be successfully launched.

Recommended Action Reset the line card. If the condition recurs, copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

```
%MBUS-3-MISMATCHED_FABCONF: Master GRP Fabric Config: Switch Cards [hex] Master
Clock [hex]
Line Card [dec] Fabric Config: Switch Cards [hex] Master Clock [hex]
```

Explanation The fabric configurations for the cards are assigned by the master GRP. The configurations may be temporarily different during reconfiguration of fabric (such as insertion, removal, or malfunction of switch cards) because the GRP has changed its configuration but has not yet notified the line card. A line card may modify its FIA configuration without changing its bandwidth mode. In addition, it is possible for the line card to have a different primary clock if there are two CSCs configured as redundant.

Recommended Action No action is required.

Error Message

```
%MBUS-6-MODEL_INVALID: Chassis Model invalid [dec] (CSC types(0x[hex],0x[hex])
invalid for override)
```

Explanation The model type programmed into the backplane NVRAM is invalid. The CSCs in the chassis also contained invalid types.

Recommended Action Contact your technical support representative.

Error Message

```
%MBUS-3-MSGTOOBIG: MBUS message length too big (dev=[int],type=[int],len=[int])
```

Explanation The software called send_mbus_msg with a length greater than 254. This is a software defect.

Recommended Action Submit a bug with as much information as possible, including the console output at the time of the error.

Error Message

```
%MBUS-0-NOCARDS: No Cards detected in slots 1 - [dec]
```

Explanation No cards were detected. At least the GRP must be discovered via the MBUS.

Recommended Action Power cycle the GSR and retry.

Error Message

```
%MBUS-0-NOCSC: [chars]
```

Explanation At least one CSC card must be present in the system.

Recommended Action If necessary, insert a CSC card in slot 16 or 17 and reboot the system.

Error Message

%MBUS-0-NOFABCARD: There must at least be a CSC card in slot 16 or 17.

Explanation No fabric card was detected in the system.

Recommended Action If necessary, insert a CSC card in slot 16 or 17 and reboot the system.

Error Message

%MBUS-3-NOFABCLK: Slot [dec] does not see any fabric clock
Card will not operate on fabric

Explanation The slot must see the fabric clock from at least one of the CSC cards.

Recommended Action Try resetting or re-inserting the card. You may also try power cycling the card. If the condition recurs, copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

%MBUS-0-NOIMAGE: [chars]

Explanation The image was missing in the bundle linked with this Cisco IOS image. The image is required for downloading. This usually represents a build problem.

Recommended Action Contact your technical support representative.

Error Message

%MBUS-3-NOPROCESS: Failed creating User LED Process

Explanation The call to process_create failed when creating the process used to handle the timers for the user commands to write to the LED's. The only effect of this failure is that the user commands to write LED messages will not work, but there may be more serious problems if Cisco IOS software is having trouble creating processes during initialization.

Recommended Action Reboot the router. If the condition recurs and is isolated to just this process, ignore the problem and continue.

Error Message

%MBUS-6-OIR: [chars] [chars] [dec]

Explanation An insertion or removal event was detected.

Recommended Action No action is required.

Error Message

%MBUS-3-READREG: Failed to read register [hex] in slot [dec] [chars]

Explanation The register in the specified slot could not be read.

Recommended Action Check other error messages that follow.

Error Message

%MBUS-3-REGISTER: Status change from unknown register [hex] in slot [dec] Value = [hex]

Explanation A register that was not being monitored has indicated a status change. This is probably a software error.

Recommended Action If the condition recurs, contact your technical support representative.

Error Message

%MBUS-0-REGISTRY: Failed to create registry [chars]
[chars]

Explanation The specified registry could not be created. This is a catastrophic error for this feature.

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

Error Message

%MBUS-3-SC_REMOVED: Switch card [int] being removed from fabric configuration.

Explanation Errors have been detected by the line card/RP from the indicated switch card. This card has been removed from the fabric configuration and has been powered down.

Recommended Action Remove or replace this switch card and contact your technical support representative.

Error Message

%MBUS-0-SELFDISCOVER: Unknown GRP slot number. Power cycle the GSR and retry

Explanation The GRP was not discovered via the MBUS.

Recommended Action Power cycle the GSR and retry.

Error Message

```
%MBUS-3-SFC_ONLY: Slot [dec] can only have SFC cards
```

Explanation Slots 18 through 20 can contain only SFC cards.

Recommended Action Remove non-SFC cards from the specified slot. If you are sure it is a SFC card, verify that the EEPROM is programmed correctly. Use the **show diags details** command to read the EEPROM contents and report it to your technical support representative.

Error Message

```
%MBUS-3-SFLOCK: CSC in Slot [dec] failed to phase lock CSC_FPGA_MCLK = [hex]
bit 5 of the register is set
Fabric Clocks could not be configured as redundant
```

Explanation The indicated CSC card was to be designated as the secondary clock. It failed to phase lock with the primary clock. Therefore, they are not configured in redundant mode.

Recommended Action Copy the error message exactly as it appears (as well as previous error messages) and report it to your technical support representative.

Error Message

```
%MBUS-6-SWITCHED_FABCLK: Slot [dec] switched to [chars]
```

Explanation The selected clock has changed on the card. If the slot was configured with redundant clock, then this is the new clock for this card. It should continue functioning in non-redundant mode. If the redundancy mode is maintained, the clock should not switch (unless there is an external user specification or command forcing it to do so).

Recommended Action No action is required.

Error Message

```
%MBUS-3-TIMEOUT:
Timed out waiting for MBUS response from device [int] -- [chars]
```

Explanation An MBUS message was sent and timed out while waiting for a response. This error could be caused by possible hardware or software problems. Some of the hardware that could cause this problem are the MBUS module on the RP, the slot it was sending the message to, or the GRP.

Recommended Action For an occasional problem, just ignore the message. For a persistent problem or one involving lots of timeouts, you should send e-mail to the appropriate cs- mailing list. If the problem is always associated with a single slot or MBUS device, Cisco recommends that you replace the MBUS module and/or the whole FRU (such as line card or power supply). If the problem is associated with many different slots or MBUS devices, it is recommended that you replace the RP MBUS module and/or the whole GRP. If replacing hardware does not solve the problem, submit a bug report with as much information as possible, including the console output at the time of the error.

Error Message

%MBUS-6-UNUSED_SFC: In slot [dec]

Explanation The mode set does not need the specified SFC. It is ignored for the configuration; removing it will make no difference to system performance.

Recommended Action Verify that this is indeed the case (that is, verify that the bandwidth mode of the fabric is the expected bandwidth). No action is usually required.

Error Message

%MBUS-3-WAKEUP: Could not set wake up reason (pid=[int]) -- [chars]

Explanation When sending an MBUS message and waiting for a response, the process wake up reason is changed while waiting for the response. There was an error getting the current wake up reason for the process. This is caused by an error in the scheduler or some other software bug in the MBUS code.

Recommended Action For any occurrence of this problem, contact your support representative. Include the exact message *and* the traceback that accompanies it. If the problem is persistent or happens frequently, reload the router.

MBUS_SYS Error Messages

MBUS system error messages

Error Message

%MBUS_SYS-3-ENQUEUE: Failed to queue message from slot [dec] stream [dec]

Explanation Failed to enqueue a message from the interrupt for process level software. The message will be dropped. This error message points to a potential problem in the mbus process level message handling. The error can occur if there are problems with the mbus process specifically or if there are general software process related issues. It may also occur if the mbus process is not scheduled for extended periods of time and there is heavy MBUS traffic.

Recommended Action If this is a persistent problem, either the mbus process is dead or there are other software related problems. Consider rebooting the GRP if possible.

Error Message

%MBUS_SYS-3-MAXSIZE: Message from slot [dec] stream [dec] of length [dec] > max message size [dec]

Explanation A message from a slot exceeded the maximum message size and will be dropped. This should not occur during normal operations.

Recommended Action Verify the health of MBUS using the **show mbus counters** and **show mbus can-error** commands. If a particular card shows errors and this condition persists, try reloading the card if possible. The error counts in the **show mbus** commands can be cleared by using the **clear mbus-statistics** command.

Error Message

```
%MBUS_SYS-3-MSGINVCHN: MBUS invalid channel selected
(dev=[int], type=[int], channel=[dec], len=[int])
```

Explanation An attempt was made to send a message on an invalid MBUS channel.

Recommended Action Submit a bug with as much information as possible, including the console output at the time of the error.

Error Message

```
%MBUS_SYS-3-MSGTOOBIG: MBUS message length too big
(dev=[int], type=[int], len=[int])
```

Explanation An attempt was made to send a message with a length greater than 254.

Recommended Action Submit a bug with as much information as possible, including the console output at the time of the error.

Error Message

```
%MBUS_SYS-3-NOBUFFER: Message from slot [dec] in stream [dec] dropped
```

Explanation A message from the slot was dropped since there were no MBUS buffers available. Either the messages are coming too fast or the process level message handling is not draining messages quickly enough.

Recommended Action This condition should correct itself. Check if the GRP is being inundated by messages from the chassis. If the condition persists, consider rebooting the GRP.

Error Message

```
%MBUS_SYS-3-NOCHANNEL: Failed to allocate MBUS channel for over 10 secs
```

Explanation An MBUS channel could not be allocated for sending messages. There is either very heavy MBUS traffic or there is a hardware problem. If there is temporarily heavy traffic, the condition will clear itself. In the case of hardware errors, either the MBUS agent has died or the hardware interface to the mailbox is not draining messages. Resetting the processor (including the agent) may clear the problem. If the problem persists, the card probably has hardware problems and needs diagnosis.

Recommended Action Power cycle the card. If the problem persists, check for hardware problems.

Error Message

```
%MBUS_SYS-3-REASSEMBLY: Error slot [dec], stream [dec] [chars]
```

Explanation A reassembly error was detected for the given slot/stream combination. Either the slot/stream combination was incorrect (so that it gave an invalid reassembly buffer index) or the first or last packets were lost. The message will be dropped, which may cause errors for the application running over MBUS.

Recommended Action This condition should correct itself. No action is required.

Error Message

%MBUS_SYS-0-REGISTRY: Failed to create registry [chars]
[chars]

Explanation The specified registry could not be created. This is a catastrophic error for this feature.

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

Error Message

%MBUS_SYS-3-SEQUENCE: Sequencing error (slot [dec], stream [dec]): expected [dec],
received [dec]

Explanation An incorrect sequence number was detected in a multi-packet message. This could happen if the source packetized the message incorrectly or more likely, one or more packets got dropped.

Recommended Action Check if there is excessive MBUS activity, copious printing from a line card and so forth. Issue the command **show mbus counters** to obtain lost message count.

Error Message

%MBUS_SYS-3-TIMEOUT: Timeout on mbus request. Dest = [int], type = [int], addr =
0x[hex]

Explanation Failed to receive a response from a mbus request. This could be either a request for a EEPROM field or a register read.

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

Error Message

%MBUS_SYS-3-TXERR: Failed to transmit MBUS message for over 10 secs

Explanation A message could not be transmitted because all the transmit buffers were full for over 10 seconds. This may be a temporary problem if there is heavy MBUS traffic. Otherwise, it is probably a hardware problem. Either the mbus agent is not responding or the hardware interface is not generating interrupts.

Recommended Action If this is a persistent problem, power cycle the card. If the problem still continues, it is likely to be a hardware problem and needs diagnosis.

Error Message

%MBUS_SYS-3-UNEXPECTED: Unexpected response key = [int], current key = [int]

Explanation An unexpected response to a read register or read EEPROM was received.

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

MICA Error Messages

Modem ISDN Channel Aggregation modem error messages

Error Message

```
%MICA-3-BADIMAGE: Cannot download version [chars] on module [dec]
```

Explanation The block information that is necessary to download modem firmware was missing for the indicated firmware version.

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

Error Message

```
%MICA-3-BADMODEM: Modem [dec] went bad
```

Explanation Run-time checks for modem health determined that the indicated modem was no longer functional because of a hardware or software error.

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

Error Message

```
%MICA-3-BADMODULE: Unknown board-id=[dec] on module [dec]
```

Explanation The modem module in the indicated socket is bad, possibly because the serial EEPROM on the module is misprogrammed.

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

Error Message

```
%MICA-3-BADRXOPCODE: Bad mail message opcode from modem [dec]: opcode = 0x[hex]
```

Explanation A message was received from the indicated modem that had an illegal opcode.

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

Error Message

%MICA-3-BADTXOPCODE: Bad tx mail message opcode = 0x[hex]

Explanation An attempt was made to transmit a message to the indicated modem that had an illegal opcode.

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

Error Message

%MICA-3-CONTIGUOUS: Contiguous packet sent for transmit

Explanation A software error occurred, resulting in an unexpected packet being set up for transmission and then the packet was dropped.

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

Error Message

%MICA-3-CRASH: Runtime error on MICA module [dec]

Explanation A software error occurred on the modem firmware executing on the indicated modem module.

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

Error Message

%MICA-6-INIT: Modem module [dec] initialized

Explanation The indicated modem module was successfully initialized.

Recommended Action No action is required.

Error Message

%MICA-3-MSMUNEXPEVT: Modem [dec] [chars] Unexpected Event: [chars]

Explanation The modem state machine received an unexpected event while in the state indicated by the error message.

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

Error Message

%MICA-3-NAK: NAK from modem [dec] in state [dec] -- payload 0x[hex]

Explanation A message sent to the indicated modem was rejected.

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

Error Message

%MICA-3-NOENTRIES: Exhausted [chars] DMA entries for module [dec]

Explanation The software structures that are used to drive the DMA engines were temporarily exhausted while attempting the task indicated in the error message; the task was aborted as a result.

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

Error Message

%MICA-3-NOIDB: No IDB structure for modem [dec]

Explanation A software structure was found in an unexpected state during run-time for the indicated modem.

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

Error Message

%MICA-3-NOMAILLEMENTS: Exhausted free mail elements

Explanation The software structures that are used to receive and transmit messages from the MICA modems were temporarily exhausted.

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

Error Message

%MICA-3-NOPPPCTX: No PPP context structure for modem [dec]

Explanation A software structure was found in an unexpected state during run-time for the indicated modem.

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

Error Message

%MICA-3-NORXPAK: Static receive paktype unavailable

Explanation A software structure was found in an unexpected state during run-time for the indicated modem.

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

Error Message

%MICA-3-NOTPLX: Bad vendor id from PLX 9060SD -- value was 0x[hex]

Explanation A hardware error occurred involving the PCI interface chip.

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

Error Message

%MICA-3-NOTTY: No TTY structure for modem [dec]

Explanation A software structure was found in an unexpected state during run-time for the indicated modem.

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

Error Message

%MICA-3-PORTWARE: Bad version [chars] portware: [chars]

Explanation Modem firmware of the indicated version, bundled into the modem card image, did not pass the sanity tests used to verify a firmware image.

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

Error Message

%MICA-3-PWDNLDTO: Portware download timed out for module [dec]

Explanation The diagnostic message that is expected back from a MICA modem after successful download and initialization of the modem firmware was never received.

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

Error Message

%MICA-3-RESTART: Attempting restart of modem module [dec]

Explanation The indicated modem module suffered a run-time error and had to be reset and an attempt is now being made to restart the modem module.

Recommended Action No action is required.

Error Message

%MICA-3-TXDESLIMIT: Packet descriptor count ([dec]) exceeds transmit ring size

Explanation The packet to be transmitted needed more descriptors than are available on the transmit ring, and the packet was dropped.

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.

MIF68840 Error Messages

PCI MC68840 FDDI port adapter error messages

Error Message

%MIF68840-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

Explanation The number of interfaces found was not what was expected. This could indicate a 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

%MIF68840-3-NOTMIF68840: Bay [dec] device ID seen as [hex], expected [hex]

Explanation The FDDI 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

```
%MIF68840-5-NOTSUPPORTED: '[chars]' command on [chars]
```

Explanation The requested device or port is not supported as a FDDI interface.

Recommended Action No action is required.

Error Message

```
%MIF68840-3-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.

MIMIC Error Messages

MCOM integrated modem network modules error messages

Error Message

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

Explanation The integrated modem network module hardware may be bad.

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

Error Message

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

Explanation The integrated modem network module hardware may be bad.

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

Error Message

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

Explanation The integrated modem network module hardware may be bad.

Recommended Action Power down, reinsert the network module and reboot. If 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

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

Explanation The integrated modem network module hardware may be bad.

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

Error Message

%MIMIC-3-INVALID_PCI_ID: The network module hardware reports an invalid [chars] device id of [hex]

Explanation The integrated modem network module hardware may be bad.

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

Error Message

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

Explanation The integrated modem hardware may be bad.

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

Error Message

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

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

Recommended Action Ensure that there is sufficient memory available in the router. If the message recurs, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

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

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

Error Message

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

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

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

MK5 Error Messages

MK5025 serial controller error messages

Error Message

%MK5-1-BADRING: msgtxt_badringsize

Explanation An internal software error occurred.

Recommended Action If either of these messages recur, call your technical support representative for assistance.

Error Message

%MK5-1-INITFAIL: msgtxt_initfail

Explanation The hardware failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

%MK5-1-INITNOPPRIM: Unit [dec], initialization failure - No CSR1_PPRIM_INIT_CONF, csr1 = 0x[hex]

Explanation The hardware failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

%MK5-1-INITUERR: Unit [dec], initialization CSR1_UERR failure, csr1=0x[hex]

Explanation The hardware failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

%MK5-5-LINEFLAP: Unit [dec] excessive modem control changes

Explanation Too many modem control interrupts have been received. The port was disabled to prevent excessive use of the CPU.

Recommended Action Check the cable on the serial port.

Error Message

%MK5-1-MEMERR: msgtxt_memoryerror

Explanation A network serial interface detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%MK5-1-NOMEMORY: msgtxt_nomemory

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

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

Error Message

%MK5-3-OUTENCAP: Unit [dec], bad output packet encapsulation: 0x[hex]

Explanation An internal software error occurred.

Recommended Action If either of these messages recur, call your technical support representative for assistance.

Error Message

%MK5-3-PLSTERR: Unit [dec], provider primitive lost, csr0=0x[hex], csr1=0x[hex]

Explanation A network serial interface detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%MK5-3-PPRIMERR: Unit [dec], unexpected provider primitive, csr0=0x[hex],
csr1=0x[hex]

Explanation A network serial interface detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%MK5-3-SPURPPRIMERR: Unit [dec], spurious provider primitive interrupt,
csr0=0x[hex], csr1=0x[hex]

Explanation A network serial interface detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%MK5-3-UPRIMERR: Unit [dec], user primitive error, csr0=0x[hex], csr1=0x[hex]

Explanation A network serial interface detected a hardware problem.

Recommended Action Repair or replace the controller.

MMODEM Error Messages

Integrated modem network module error messages

Error Message

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

Explanation The integrated modem Network Module hardware may be bad.

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

Error Message

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

Explanation The integrated modem override file does not contain valid images.

Recommended Action The integrated modem Network Module will be loaded with the default software images. Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

Explanation The integrated modem override file does not contain valid firmware images.

Recommended Action The integrated modem Network Module will be loaded with the default software images. Copy the error message exactly as it appears, and report it to your technical support representative.

MODEM Error Messages

Router shelf modem management error messages

Error Message

%MODEM-4-B2BABORT: Modems ([chars]) and ([chars]) back-to-back test: aborted

Explanation This is a tracing message that indicates a back-to-back test failed between the two specified MICA modems.

Recommended Action Perform more back-to-back tests by pairing the failed modems with other modems to determine which modem is bad. Check the failed modems again after performing a power cycle. 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

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

Explanation A back-to-back test connection has been made between the selected modems. The test is still in progress.

Recommended Action No action is required.

Error Message

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

Explanation This is a tracing message that indicates an automatic back-to-back test was initiated by the specified MICA modem.

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

Error Message

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

Explanation The reported modems have passed the back-to-back test without any errors.

Recommended Action No action is required.

Error Message

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

Explanation The modem management facility received an unrecognized event.

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

Error Message

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

Explanation A software or hardware problem was detected on a modem. The specific modem and reason are listed in the message.

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

Error Message

```
%MODEM-4-BADMODEMS: Modems ([chars]) and ([chars]) failed back-to-back test:
[chars]
```

Explanation The two modems reported in the message failed a back-to-back test. At least one of them has failed.

Recommended Action Perform more back-to-back tests by pairing the failed modems with other modems to determine which modem is bad. Check the failed modems again after performing a power cycle. 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

```
%MODEM-5-CONFIG: Configurations fast-answer and country [chars] conflict.
Configuration fast-answer disabled
```

Explanation The fast-answer configuration conflicts with the country setting. The country was given priority and fast-answer was disabled.

Recommended Action No action is required.

Error Message

%MODEM-1-DL_FAIL: Modem ([chars]) failed firmware download ([dec]): [chars]

Explanation The specified modem failed to download its internal microcode.

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

Error Message

%MODEM-5-DL_GOOD: Modem ([chars]) completed firmware download: [chars]

Explanation The specified modem succeeded downloading its internal microcode.

Recommended Action No action is required.

Error Message

%MODEM-5-DL_START: Modem ([chars]) started firmware download

Explanation The specified modem has begun downloading its internal microcode.

Recommended Action No action is required.

Error Message

%MODEM-5-MODEM_OK: Modem ([chars]) passed the test

Explanation Tests on the specified modem were successful.

Recommended Action No action is required.

Error Message

%MODEM-4-NO_TIME_FOR_DC: Warning -- Not enough time to process DC session

Explanation The direct-connect (DC) session did not have enough time to complete.

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

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

Explanation The modem management subsystem's status-polling state machine received an undefined event for or from the specified modem.

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

Error Message

%MODEM-3-UNEXPECTED_STATUS_STATE: Error -- status state machine in unknown state=[dec] for modem([chars])

Explanation The modem management subsystem's status-polling state machine for the specified modem entered an undefined state.

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

MODEM_HIST Error Messages

Router shelf modem history/tracing messages

Error Message

%MODEM_HIST-7-CONTROL: [chars]: Control Reply: 0x[hex][hex]

Explanation This is a tracing message indicating a reply to a control message was received.

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

Error Message

%MODEM_HIST-7-CSM_IC_CALLED_NUM: [chars]: ISDN incoming called number: [chars]

Explanation This is a tracing message indicating the number of the ISDN line receiving a call.

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

Error Message

%MODEM_HIST-7-CSM_IC_CALLING_NUM: [chars]: ISDN incoming caller number: [chars]

Explanation This is a tracing message indicating the number of an incoming ISDN caller.

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

Error Message

%MODEM_HIST-7-CSM_OC_CALLED_NUM: [chars]: ISDN outgoing called number: [chars]

Explanation This is a tracing message indicating a dialed ISDN number.

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

Error Message

%MODEM_HIST-7-MICA_DYNAMIC_EVT: [chars]: [chars]: [chars]

Explanation This is a tracing message indicating a dynamic event reported by the specified MICA modem.

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

Error Message

%MODEM_HIST-7-MICA_END_CONN_EVT: [chars]: [chars]: [chars]

Explanation This is a tracing message indicating an end-connection event from the specified MICA modem.

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

Error Message

%MODEM_HIST-7-MICA_LEAD_EVT: [chars]: [chars]:
[chars], [chars], [chars], [chars]

Explanation This is a tracing message indicating a lead event reported by the specified MICA modem.

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

Error Message

%MODEM_HIST-7-MICA_OOS_EVT: [chars]:[chars]
Cause: [chars]

Explanation This is a tracing message indicating an out-of-service event from the specified MICA modem.

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

Error Message

%MODEM_HIST-7-MICA_STARTUP_EVT: [chars]: [chars]: [chars].
Modem firmware = [dec].[dec].[dec].[dec]

Explanation This is a tracing message indicating a successful startup of the specified MICA modem.

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

Error Message

```
%MODEM_HIST-7-MICA_STATE_EVT: [chars]:[chars]
State: [chars]
```

Explanation This is a tracing message indicating a state event reported by the specified MICA modem.

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

Error Message

```
%MODEM_HIST-7-MICA_STATIC_EVT: [chars]: [chars]: [chars]
```

Explanation This is a tracing message indicating a static event reported by the specified MICA modem.

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

Error Message

```
%MODEM_HIST-7-MICA_STATUS_EVT: [chars]: [chars]: [chars].
Modem firmware = [dec].[dec].[dec].[dec]
```

Explanation This is a tracing message indicating a status event reported by the specified MICA modem.

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

Error Message

```
%MODEM_HIST-7-POLL_ANALOG: [chars]: Modem Analog signal event: TX = [dec], RX =
[dec], Signal to noise = [dec]
```

Explanation This is a tracing message indicating a change in analog signal status.

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

Error Message

```
%MODEM_HIST-7-POLL_CALLER_ID: [chars]: Caller ID event: [chars]
```

Explanation This is a tracing message indicating caller ID data received.

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

Error Message

```
%MODEM_HIST-7-POLL_CONN_1: [chars]: Connection event: TX/RX Speed = [int]/[int],
Modulation = [chars]
```

Explanation This is a tracing message indicating establishment of a connection.

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

Error Message

%MODEM_HIST-7-POLL_CONN_2: Direction = [chars], Protocol = [chars], Compression = [chars]

Explanation This is a continuation of the connection state tracing message.

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

Error Message

%MODEM_HIST-7-POLL_CONX_UPDATE: [chars]: Connection update event: TX/RX Speed = [int]/[int], Modulation = [chars]

Explanation This is a tracing message indicating a connection state change.

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

Error Message

%MODEM_HIST-7-POLL_DTR: [chars]: DTR event: [chars]

Explanation This is a tracing message indicating a change in the DTR signal.

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

Error Message

%MODEM_HIST-7-POLL_END_1: [chars]: End connection event: Retransmits for MNP block (TX/RX) = [dec]/[dec]

Explanation This is a tracing message indicating end-of-connection status.

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

Error Message

%MODEM_HIST-7-POLL_END_2:
Duration = [dec]:%-02d:%-02d, Number of TX/RX char = [dec]/[dec]

Explanation This is a continuation of the end-of-transmission status message.

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

Error Message

%MODEM_HIST-7-POLL_END_3:
Local Disc Reason = [chars], Remote Disc Reason = [chars]

Explanation This is another continuation of the end-of-transmission status message.

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

Error Message

%MODEM_HIST-7-POLL_ERROR: [chars]: Polling protocol error event: 0x[hex]

Explanation This is a tracing message indicating a polling protocol error.

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

Error Message

%MODEM_HIST-7-POLL_EVT_LOST: [chars]: Status event lost: 0x[hex]

Explanation This is a tracing message indicating a polling event was lost.

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

Error Message

%MODEM_HIST-7-POLL_INACT: [chars]: Modem Activity event: [chars]

Explanation This is a tracing message indicating a change in data activity status.

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

Error Message

%MODEM_HIST-7-POLL_MODEM_STATE: [chars]: Modem State event: [chars]

Explanation This is a tracing message indicating a modem state change.

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

Error Message

%MODEM_HIST-7-POLL_NO_RESP: [chars]: No poll response event: 0x[hex]

Explanation This is a tracing message indicating that no response was received to a poll.

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

Error Message

%MODEM_HIST-7-POLL_PHONE: [chars]: Phone number event: [chars]

Explanation This is a tracing message indicating a phone number being dialed.

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

Error Message

%MODEM_HIST-7-POLL_PROGRESS: [chars]: Call Progress event: [chars]

Explanation This is a tracing message indicating status of a call in progress.

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

Error Message

%MODEM_HIST-7-POLL_RS232: [chars]: RS232 event: [chars][char] [chars][char]
[chars][char] [chars][char] [chars][char] [chars][char] [chars][char]

Explanation This is a tracing message indicating RS232 events.

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

Error Message

%MODEM_HIST-7-POLL_TX_RX: [chars]: TX/RX event: TXD=[chars], RXD=[chars]

Explanation This is a tracing message indicating transmit and receive events.

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

Error Message

%MODEM_HIST-7-POLL_UNKNOWN: [chars]: Unknown or lost event 0x[hex]

Explanation This is a tracing message indicating that the modem event history contained an unrecognized event. One or more events may be missing from the trace.

Recommended Action This message could be caused by insufficient space to store the modem history. If these events are desirable, a possible remedy is to shorten the number of events recorded between history dumps. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

%MODEM_HIST-7-STARTUP: [chars]: Startup Response: [chars].
Modem (boot) firmware = [dec].[dec].[dec] ([dec].[dec].[dec])

Explanation This is a tracing message indicating successful startup of the specified modem.

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

Error Message

%MODEM_HIST-7-TRACE_HDR: Modem [chars] Events Log:

Explanation This is the initial message for the trace of the specified modem. The modem's stored trace messages will follow.

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

Error Message

%MODEM_HIST-7-UNKNOWN_FRAME: [chars]: Error in events log

Explanation This is a tracing message indicating a formatting error in the modem event history. One or more events may be missing from the trace.

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

MODEM_NV Error Message

Modem NVRAM error message

Error Message

%MODEM_NV-5-FLEXIBLE: [chars]

Explanation This message type is created for all messages that have simple ASCII text and do not take parameters. The message indicates what the problem is.

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.

MPA68360 Error Messages

VIP Multi-channel Port Adapter error messages

Error Message

%MPA68360-1-DWNLDCKSM: MPA68360: Download checksum error (sent = 0x[hex], received = 0x[hex])

Explanation The download of the internal microcode to the MPA68360 failed to checksum correctly. This usually indicates a hardware failure of the MPA68360.

Recommended Action Perform a power cycle. 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

%MPA68360-1-DWNLDLFL: MPA68360 download failed

Explanation The MPA68360 interface failed. It could not download its operational microcode.

Recommended Action Perform a power cycle. 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

%MPA68360-1-INITFAIL: MPA68360 slot [dec]: Init Failed at [chars]

Explanation The MPA68360 failed to complete hardware initialization.

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

%MPA68360-3-MBXREAD: MPA68360: Stale msg in [chars]- mbx0:%lx mbx1:%lx mbx2:%lx

Explanation The MPA68360 has not responded to a message within a specified 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

%MPA68360-1-NOTCMPLT: MPA68360 download failed to complete

Explanation The MPA68360 failed. It could not download its operational microcode.

Recommended Action Perform a power cycle. 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

%MPA68360-3-NOTMPA68360: Device reported [hex]

Explanation The MPA68360 hardware failed. A non-MPA68360 device pointed at the software for the MPA68360 serial.

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

%MPA68360-1-NOTREADY: NMPA6836: Not ready for download

Explanation The MPA68360 did not respond when commanded to download its operational microcode.

Recommended Action Perform a power cycle. 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

%MPA68360-3-PANIC: MPA68360: Exception [dec], trace [dec]

Explanation A software or hardware error occurred in the MPA68360 interface.

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

Error Message

%MPA68360-1-STARTFAIL: [chars]: Channel enable failed

Explanation A software or hardware error occurred. The MPA68360 is not responding to commands used to initialize it.

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

Error Message

%MPA68360-1-STOPFAIL: [chars]: Channel disable failed

Explanation A software or hardware error occurred. The MPA68360 failed to respond to a request to disable an interface.

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

Error Message

%MPA68360-3-TOOSMALL: MPA68360: [chars] - packet was less than two bytes

Explanation An output packet was detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this error message.

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.

MPOA Error Messages

Multiprotocol-over-ATM error messages

Error Message

%MPOA-3-MPC_ERROR: [chars]

Explanation A software error occurred in the multiprotocol-over-ATM client (MPC) software.

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

%MPOA-6-MPC_INFORMATION: [chars]

Explanation This is a multiprotocol-over-ATM client (MPC) status or information message

Recommended Action No action is required.

Error Message

%MPOA-4-MPC_WARNING: [chars]

Explanation This is a non-fatal warning from the multiprotocol-over-ATM client (MPC) software—probably the result of an incorrect configuration or operator command. Details about the warning are included in the message.

Recommended Action Try to determine if a configuration or operator error caused this warning. 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

%MPOA-3-MPOA_ERROR: [chars]

Explanation A software error occurred in the multiprotocol-over-ATM subsystem.

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

%MPOA-3-MPS_ERROR: [chars]

Explanation A software error occurred in the multiprotocol-over-ATM server (MPS) software.

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

%MPOA-6-MPS_INFORMATION: [chars]

Explanation This is a multiprotocol-over-ATM server (MPS) status or information message

Recommended Action No action is required.

Error Message

%MPOA-4-MPS_WARNING: [chars]

Explanation This is a non-fatal warning from the multiprotocol-over-ATM server (MPS) software—probably the result of an incorrect configuration or operator command. Another possible but less likely cause could be an internal software error.

Recommended Action Try to determine if a configuration or operator error caused this warning. 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

%MPOA-5-UPDOWN: [chars]

Explanation A multiprotocol-over-ATM entity was brought up or down.

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

MROUTE Error Messages

Multicast route error messages

Error Message

```
%MROUTE-4-RADIXDELETE: Error trying to delete multicast route entry [int]/[dec]
for [int] (expected [hex], got [hex])
```

Explanation An error in the multicast routing table occurred. A route could not be deleted from the routing table.

Recommended Action Execute a **clear ip mroute** command. Determine whether the router is low on memory. 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

```
%MROUTE-2-RADIXINIT: Error initializing IP multicast radix for [int]
```

Explanation Insufficient memory is available to initialize the IP multicast routing table.

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

```
%MROUTE-4-RADIXINSERT: Error trying to add multicast route entry [int]/[dec] for
[int] (expected [hex], got [hex])
```

Explanation An error in the multicast routing table occurred. A route could not be inserted in to the routing table.

Recommended Action Execute a **clear ip mroute** command. Determine whether the router is low on memory. 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.

MUESLIX Error Messages

Mx serial ASIC error messages

Error Message

```
%MUESLIX-4-DEF_SUBRATE: [chars] [chars]
```

Explanation A user has changed the DSU bandwidth using DS3 remote management commands. This will not change the user configured DSU bandwidth.

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

Error Message

%MUESLIX-3-DISCOVER: Mx serial (bay [dec]): Interface found: [dec]

Explanation The Mx serial hardware failed. Some interfaces on the board failed to come up.

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

Error Message

%MUESLIX-1-DWNLDLDFL: Mx serial (bay [dec]): PA down load failed

Explanation The Mx serial hardware failed. It could not download its operational microcode.

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

Error Message

%MUESLIX-1-HALT: Mx serial: [chars] TPU halted: cause 0x[hex] status 0x[hex]
shadow 0x[hex]

Explanation The Mx serial firmware failed.

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

Error Message

%MUESLIX-1-INITFAIL: Mx serial (bay [dec]), Init Failed at [chars]

Explanation The Mx serial port adapter failed to complete hardware initialization.

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

Error Message

%MUESLIX-3-NOTMUESLIX: Mx serial (bay [dec]): Device reported [hex]

Explanation The Mx serial hardware failed. A non-Mx serial device pointed at the Mx serial software.

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

Error Message

%MUESLIX-3-OWNERR: Mx[dec] packet buffer, pak=0x[hex]

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

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

Error Message

%MUESLIX-1-STARTFAIL: Mx serial, [chars] Start Failed at [chars]

Explanation A software or hardware error occurred. The Mx serial interface is not responding to commands used to initialize it.

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

Error Message

%MUESLIX-1-STOPFAIL: Mx serial, [chars] Stop Failed at [chars]

Explanation The Mx serial port adapter failed to respond to a request to disable an interface.

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

NETWORK_CLOCK Error Messages

Network clock synchronization error messages

Error Message

%NETWORK_CLOCK_SYNCHRONIZATION-4-NETCLK_CHANGE:
Network clock source transitioned from
Priority [dec] [chars] [chars] to Priority [dec] [chars] [chars]

Explanation This warning message indicates a change in the clock source.

Recommended Action No action is required.

Error Message

%NETWORK_CLOCK_SYNCHRONIZATION-4-NETCLK_INIT:
Network clock source initialized to local oscillator

Explanation This warning message indicates that the internal network clock will be used.

Recommended Action No action is required.

Error Message

```
%NETWORK_CLOCK_SYNCHRONIZATION-4-NETCLK_PLL_LOST_LOCK:
Network clock [chars] PLL lost lock - clock source failed
```

Explanation The clock source has failed.

Recommended Action If an alternate source is available, it will be used.

NHRP Error Messages

Next Hop Resolution Protocol error messages

Error Message

```
%NHRP-3-PAKERROR: Receive [chars] for our [chars], code: [chars]([dec]), offset:
[dec], data: [chars]
```

Explanation An error indication packet was received, indicating that the system sent a bad packet previously.

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

Error Message

```
%NHRP-3-PAKREPLY: Receive [chars] packet with error - [chars]([dec])
```

Explanation A Next Hop Server (NHS) has rejected or failed to serve the Next Hop Resolution Protocol (NHRP) client request packet. A Cisco router running NHRP will try to look up a destination prefix in its cache when forwarding a packet. When using process switching, NHRP will also try to look up a cache entry for the real destination prefix instead of just the next-hop IP address in its routing table for that prefix. When NHRP performs such a lookup for a host prefix (/32), it fails to find a match even if a less specific network cache entry does exist.

Recommended Action As a workaround, use Cisco Express Forwarding (CEF). For more information, refer to the **ip cef** command. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

