



# TIB Error Messages

Tag Information Base (TIB) error messages

## Error Message

`%TIB-3-GENERAL: [chars]`

**Explanation** An action attempted by the Tag Information Base (TIB) implementation failed.

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

## Error Message

`%TIB-3-INIT: Cannot allocate TIB`

**Explanation** During initialization for tag switching, an attempt to initialize the Tag Information Base (TIB) failed. A probable cause is insufficient memory

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

## Error Message

`%TIB-3-LCLTAG: [int]/[int], [chars]; unexpected tag state=[dec]`

**Explanation** An operation involving a locally assigned (incoming) tag on the Tag Information Base (TIB) failed.

**Recommended Action** This is an informational message. The system proceeds by omitting the tag operation. This may result in impaired or faulty behavior for tagged packets for this destination. Copy the message exactly as it appears and report it to your technical service representative.

**Error Message**

%TIB-3-LCLTAG\_ALLOC: Cannot allocate local tag for [int]/[int]

**Explanation** An attempt to allocate a local (incoming) tag failed. This should occur only if the system has allocated all available local tags.

**Recommended Action** The number of tags available for allocation can be changed by using the **tag-switching tag-range** configuration command. Consult with your technical service representative to determine whether you should use this command to increase the number of available tags.

**Error Message**

%TIB-3-RADIXTREE: [int]/[int]; [chars]

**Explanation** An operation on the Tag Information Base (TIB) data structure failed.

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

**Error Message**

%TIB-3-REMOTETAG: [int]/[int], peer [chars]; tag [dec]; [chars]

**Explanation** An operation involving a tag assigned by a TDP peer on the Tag Information Base (TIB) failed.

**Recommended Action** This is an informational message. The system proceeds by omitting the tag operation. This may result in impaired or faulty behavior for tagged packets for this destination. Copy the message exactly as it appears and report it to your technical service representative.

**Error Message**

%TIB-3-SM: Unexpected event; state=[chars], event=[chars]

**Explanation** An operation on the Tag Information Base (TIB) state machine failed.

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

**Error Message**

%TIB-3-TIBREVNUMWRAP: TIB revision number wrapped; toggling dynamic tag switching off and on to recover.

**Explanation** The TIB revision number used to manage advertisement of tags to TDP peers overflowed. This will result in faulty tag distribution to TDP peers. The system recovers by toggling dynamic tag switching off and on, which forces the revision number to be re-initialized.

**Recommended Action** No action is required.

## TMQ Error Message

Inbound terminal port queuing error message

### Error Message

```
%TMQ-3-NOTFOUND: TMQ, Attempt to delete entry not in queue
```

**Explanation** An attempt was made to delete an entry not in the queue.

**Recommended Action** Advisory message only. No action is required.

## TN Error Messages

Telnet error messages

### Error Message

```
%TN-2-BADLOGIN: Bad login string pointer [hex]
```

**Explanation** An internal software error occurred.

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

### Error Message

```
%TN-3-BADSTATE: Illegal state [dec]
```

**Explanation** An internal software error occurred.

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

### Error Message

```
%TN-3-READLINE: Unknown return code [dec] from telnet_readline()
```

**Explanation** An internal software error occurred.

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

## TN3270 Error Message

TN3270 error messages related to the TN3270 protocol, a variation of the IBM VT (virtual terminal) protocol

**Error Message**

```
%TN3270-2-INP_OVF1: Input Buffer overflow
```

**Explanation** A problem in TN3270 protocol was detected. Eight KB (8192) bytes of data were received without a TN3270 end-of-packet indicator. The TN3270 buffer overflowed.

**Recommended Action** Copy this error message exactly as it appears, and contact your technical support representative for assistance.

## TR Error Messages

Token Ring error messages

**Error Message**

```
%TR-3-ADPCHK: interface [chars], adapter check error (non-fatal) ([hex] [hex] [hex] [hex])
```

**Explanation** The Token Ring monitor firmware detected a non-fatal error on the interface card.

**Recommended Action** Issue a **clear interface** command. If this message recurs, call your Cisco technical support representative for assistance.

**Error Message**

```
%TR-3-ADPCHKFATAL: Interface [chars], adapter check error (fatal) ([hex] [hex] [hex] [hex])
```

**Explanation** The Token Ring monitor firmware detected a fatal error on the interface card.

**Recommended Action** Issue a **clear interface** command. If this message recurs, call your technical support representative for assistance. You may need to replace the interface card.

**Error Message**

```
%TR-3-BADBRDGPARGS: Unit [dec], bad bridge parameters: bridge_num=[dec], max_rd=[dec] thisring=[dec], targetring=[dec]
```

**Explanation** An internal software error occurred.

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

**Error Message**

```
%TR-3-BADBUFFSIZE: Unit [dec], bad buffersize = [dec]
```

**Explanation** An internal software error occurred.

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

**Error Message**

```
%TR-3-BADFIRM: Unit [dec], Tokenring firmware download failed got [hex], expected [hex], at address 0x[hex].[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. 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**

```
%TR-3-BADFIRMTYPE: Unit [dec], bad firmware type code during [chars]. type=[hex], fw=[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. 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**

```
%TR-3-BADFUNC: Unit [dec], bad functional address=0x[hex], ring mode=0x[hex]
```

**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**

```
%TR-3-BADMUL: [chars]: Can't set address to a multicast ([sci_notation])
```

**Explanation** An attempt was made to set the Token Ring interface MAC address to a reserved multicast address.

**Recommended Action** Check your configuration. Ensure that your XNS and/or Novell Token Ring addresses have not inadvertently been set to reserved multicast addresses.

**Error Message**

%TR-3-BADRNGNUM: Unit [dec], ring number ([dec]) doesn't match established number ([dec])

**Explanation** The number you have configured for the local ring does not match the value currently in use on the ring.

**Recommended Action** Check the configuration to ensure that you used the correct ring number. If it is correct, confirm the configuration of all other bridges on the ring to ensure that they are using the same ring number.

**Error Message**

%TR-3-BADSTART: Unit [dec], Start completion and wrong idb state - state= [dec]

**Explanation** An internal software error occurred.

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

**Error Message**

%TR-3-BADUNIT: Bad unit number [dec]

**Explanation** This error message pertains only to the IGS. When displayed, it indicates that the system cannot find the chipset registers where it expects them to be. This is most likely a hardware error.

**Recommended Action** If this message recurs, call your technical support representative for assistance. It will be necessary to determine the hardware unit configuration.

**Error Message**

%TR-3-DIAGFAIL: Interface [chars] failed init diags (0x[hex]), [chars]

**Explanation** The microcode attempted to run its diagnostics on the chip and failed.

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

**Error Message**

%TR-3-INITFAIL: Unit [dec], init failed. result code=[hex], error code=[hex]

**Explanation** The Token Ring hardware failed to initialize properly.

**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**

%TR-3-INTFAIL: Unit [dec] interface failure: [hex] [hex] [hex], idb state [dec]

**Explanation** The Token Ring Monitor firmware detected a fatal error because of either an internal software problem or 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**

%TR-3-MODEFAIL: Unit [dec], change mode failed. result code=[hex], error code=[hex]

**Explanation** An internal hardware or software error occurred.

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

**Error Message**

%TR-3-NOFIRM: Unit [dec], no TMS380 firmware present. eagle=[hex], magic=[hex]

**Explanation** An internal hardware or software error occurred.

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

**Error Message**

%TR-2-NOMEMORY: Unit [dec], no memory for [chars]

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

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

**Error Message**

%TR-3-OPENFAIL: Unit [dec], open failed: [chars], [chars]

**Explanation** The Token Ring interface was unable to insert itself into the ring. This is an indication of a busy or broken ring. The first character string in this error message indicates the stage of initialization at which the error occurred, and the second describes the error.

**Recommended Action** Try to open the interface again. This generally can be accomplished by issuing the **clear interface tokenring** command. If the error message recurs, call your Cisco technical support representative for assistance.

**Error Message**

%TR-3-OPENFAIL2: Unit [dec], open failed: check the lobe cable DB-9 connection

**Explanation** The Token Ring interface was unable to insert itself into the ring, and the error code returned indicates a wiring problem.

**Recommended Action** Check the cable connecting the router to the Token Ring MAU, and try to open the interface again. This generally can be accomplished by issuing the **clear interface tokenring** command. If the message recurs, copy the error message exactly as it appears on the console or in the system log, and report it to your Cisco technical support representative.

**Error Message**

%TR-2-PANIC: Unit [dec], panic [hex] [hex] [hex]

**Explanation** The Token Ring monitor firmware detected a fatal error that indicates an impending interface failure.

**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**

%TR-2-PANICINF: Unit [dec], PI [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** This message is similar to the “%TR-3-PANIC” error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in normal operation.

**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**

`%TR-2-PANICTYPE: Unit [dec], [chars] error`

**Explanation** This message is similar to the “%TR-3-PANIC” error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in normal operation.

**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**

`%TR-3-RESETFAIL: Unit [dec], reset failed, error code [hex]`

**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**

`%TR-3-SETBRIDGEFAIL: Unit [dec], set bridge failed (code [hex])`

**Explanation** A hardware error occurred. The source routing accelerator (SRA) chip on the Token Ring card could not be initialized.

**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**

`%TR-3-SETFUNFAIL: Unit [dec], set functional address failed (code [hex])`

**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**

`%TR-3-SETGRPFFAIL: Unit [dec], set group address failed (code [hex])`

**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**

%TR-6-STATE: [chars]: Ring Status: [chars]

**Explanation** This message is displayed when the Token Ring’s status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic.

**Recommended Action** No action is required.

**Error Message**

%TR-6-STATRING: TR[dec]: Ring Status: [chars] [chars]

**Explanation** This message is displayed when the Token Ring’s status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic. Table 4 shows the meaning of each status code.

**Recommended Action** Check the Token Ring for the indicated condition.

Code	Explanation	Fatal
0x8000	Signal loss	Yes
0x4000	Hard error	Yes
0x2000	Soft error	No
0x1000	Transmit beacon	Yes
0x0800	Lobe wire fault	Yes
0x0400	Auto-removal error	Yes
0x0100	Receive request removed	Yes
0x0080	Counter overflow	No
0x0040	Single station	No
0x0020	Ring recovery	No

**Error Message**

%TR-3-WIREFAULT: Unit [dec], wire fault: check the lobe cable MAU connection.

**Explanation** The Token Ring hardware is reporting a wire-fault condition.

**Recommended Action** Check the cable connecting the router to the Token Ring media attachment unit (MAU).

# TRAFFENG Error Messages

Traffic engineering error messages

**Error Message**

%TRAFFENG-3-CONSISTENCY: [chars]

**Explanation** An action attempted by the traffic engineering routing implementation encountered an unexpected condition.

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

**Error Message**

%TRAFFENG-3-RADIXTREE: [int]/[int]; [chars]

**Explanation** An operation on the traffic engineering routing table failed.

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

## TRUNK Error Messages

E1/T1 trunk card error messages

**Error Message**

%TRUNK-3-BADCLOCK: selected clock on slot [dec] port [dec] is bad.Accepting the config

**Explanation** The clock status as reported by the framer is bad. Either no cable is plugged in or the port is bad. The configuration is accepted and as soon as the corresponding port becomes good, it will be applied.

**Recommended Action** If you are configuring the clocks while there is no card in the corresponding slot (or the cable is not plugged in yet), no action is required. Otherwise, choose another good clock and troubleshoot the bad clock.

**Error Message**

%TRUNK-3-BADFW: Invalid framer firmware code file

**Explanation** The software detected an invalid framer firmware image that cannot be downloaded.

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

**Error Message**

%TRUNK-3-BADMSG: Bad doorbell message type to framer: [dec]

**Explanation** An invalid or undefined message type was sent to the framer processor.

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

**Error Message**

%TRUNK-3-HBEAT: No longer receiving heartbeats from framer CPU

**Explanation** Communication from the framer processor to the trunk card processor has stopped. The framer processor is no longer passing status to the trunk card processor nor accepting messages from the trunk card processor.

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

**Error Message**

%TRUNK-3-INITFAIL: Trunk card initialization failed due to: [chars]

**Explanation** Trunk card initialization failed because of the specified reason.

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

**Error Message**

%TRUNK-3-MSGTMOUT: Timed out waiting for framer CPU to respond

**Explanation** The framer processor did not reply to the read request during a specified amount of time.

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

**Error Message**

%TRUNK-3-NOMSGS: Cannot send message to framer; no more messages available

**Explanation** The memory buffer for message passing between the trunk card and framer processors has been exhausted. Either the messages are not being picked up or are being generated too quickly.

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

## TSP\_TUNNEL Error Messages

Tag switch path (TSP) tunnel error messages

**Error Message**

%TSP\_TUNNEL-3-SIGNALLERINIT: Signaler unable to [chars]register RSVP [chars]

**Explanation** A message handler used by the signaler to receive events or requests from RSVP, could not be installed or removed.

**Recommended Action** Copy and save the message. If possible, restart the TSP tunnel signaling process by issuing the **no tag-switching tsp-tunnels** command, followed by the **tag-switching tsp-tunnels** command. If the message continues to occur even after restarting the signaling process several times, then contact your technical support representative for assistance.

**Error Message**

%TSP\_TUNNEL-3-TUNNELKILL: Tunnel removal attempt (by [chars]) failed for tunnel [chars]: [chars]

**Explanation** The state associated with a TSP tunnel could not be completely removed because of an internal failure.

**Recommended Action** Copy and save this message. If possible, remove all local TSP tunnel state by issuing the **no tag-switching tsp-tunnels** command, followed by the **tag-switching tsp-tunnels** command. (TSP tunnels removed by the first command, should be resignaled shortly after the second command has been issued.) If the message recurs, copy and save the message and call your technical support representative for assistance.

## TTYDRIVER Error Messages

Router shelf asynchronous driver error messages

**Error Message**

%TTYDRIVER-3-BADENCAP: Unknown encapsulation on interface [chars]

**Explanation** A software error occurred, resulting in an unknown encapsulation type on the specified 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**

%TTYDRIVER-3-NOPARTS: No particles available to set up for output on tty [chars]

**Explanation** A software error occurred, resulting in an unexpected exhaustion of the pool of data buffers used by the modem drivers.

**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**

%TTYDRIVER-3-NOTXPART: Non-zero outcount but no transmit particle on tty [chars]

**Explanation** A software error occurred and left a software structure in an unexpected state.

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

**Error Message**

%TTYDRIVER-3-RTSLOW: RTS is deasserted though rx queue is empty

**Explanation** A software error occurred, resulting in an invalid state for the RTS modem signal.

**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.

## TUN Error Message

Tunnel error message

**Error Message**

%TUN-5-RECURDOWN: [chars] temporarily disabled due to recursive routing

**Explanation** When routing the same payload protocol over a carrier protocol (tunneling IP over IP, for example), it is possible to misconfigure your network so that you will try to route to the tunnel destination address via the tunnel. This is usually caused by a misconfiguration of the tunnel or a temporary instability because of route flapping elsewhere in your network. It is important to take steps to ensure that routing information between the carrier networks and the payload networks is not allowed to mix. If the router discovers a recursive routing problem, it will temporarily shut down the tunnel interface for a few minutes so that the situation causing this problem can resolve itself as routing protocols converge. If the problem is caused by misconfiguration, the link may oscillate indefinitely.

**Recommended Action** No action is required.

## UBR7200 Error Messages

Cable modem termination system error messages

**Error Message**

%UBR7200-3-BADARPREPLY: ARP reply from an invalid source. Expected SID [dec]  
Actual SID [dec]

**Explanation** A spoofing attempt might be occurring.

**Recommended Action** Look for possible spoofing attempts.

**Error Message**

%UBR7200-3-BADIPSOURCE: IP packet from invalid source. Expected SID [dec] Actual  
SID [dec]

**Explanation** A spoofing attempt might be occurring.

**Recommended Action** Look for possible spoofing attempts.

**Error Message**

%UBR7200-5-BADMNCSMSG: Invalid MCNS Message Received from a Cable Modem for  
Interface [chars]

**Explanation** This is a MCNS message, but it's not an appropriate message for the uBR7200.

**Recommended Action** Locate the cable modem sending this message and replace with a MCNS compliant modem.

**Error Message**

%UBR7200-3-BADUSPORT: Interface [chars] Port U[dec] invalid, highest port number  
is U[dec]

**Explanation** The upstream port number must be valid.

**Recommended Action** Reissue the command with a valid upstream port number.

**Error Message**

%UBR7200-3-CHASSIS: Unknown chassis model

**Explanation** Data stored in the midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%UBR7200-3-CONFIG: Recommended port adapter configuration exceeded

**Explanation** The CPU board is too slow for the current configuration.

**Recommended Action** Replace the CPU board with a more powerful version.

**Error Message**

%UBR7200-4-COOKIE: Corrupt or missing MAC address cookie using random base [sci\_notation]

**Explanation** Data stored in the midplane is bad.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%UBR7200-0-CPUCARD: CMTS([dec]/[dec]), Init failed, CSR[dec]=0x[hex]

**Explanation** This message is probably caused by a hardware failure.

**Recommended Action** Replace the defective line card.

**Error Message**

%UBR7200-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

**Explanation** This message is probably caused by a system or hardware failure.

**Recommended Action** Replace the line card.

**Error Message**

%UBR7200-0-LOWPOWERCPU: uBR requires CPU card type NPE150 or higher

**Explanation** NPE100 is not supported on the uBR7200.

**Recommended Action** Upgrade the CPU card to NPE150 or higher.

**Error Message**

%UBR7200-4-MACBLKSIZE: Unknown MAC address block size.

**Explanation** Data stored in the midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%UBR7200-4-NOCPUVER: Invalid CPU ID, assuming revision 1

**Explanation** The CPU revision ID is unreadable.

**Recommended Action** Update the CPU board.

**Error Message**

%UBR7200-3-NOMAC: Can't allocate MAC address for interface [int]/[int]

**Explanation** Your system is out of available MAC addresses.

**Recommended Action** Contact technical support.

**Error Message**

%UBR7200-3-NOMORESIDS: Maximum SIDS have been allocated for Interface [chars]

**Explanation** The maximum number of cable modems are on line.

**Recommended Action** Assign the cable modem to another line card.

**Error Message**

%UBR7200-5-NOMULTIPLEUPSTREAMS: Upstream Channel Change not valid for Interface [chars]

**Explanation** The CMTS software does not support this command for this interface.

**Recommended Action** Use this command on a multiple upstream line card.

**Error Message**

%UBR7200-3-NOTCMTS: Device reported [hex]

**Explanation** This message is probably caused by a hardware failure.

**Recommended Action** Replace defective hardware.

**Error Message**

%UBR7200-5-NOTIMPLMENTEDMNCMSG: Not Implemented MCNS MESSAGE Received from a Cable Modem for Interface [chars]

**Explanation** This uBR7200 does not support this type of message.

**Recommended Action** This message is informational only. To ensure there is no problem, you may contact technical support.

**Error Message**

%UBR7200-3-NULLMAPPTR: Cannot send maps as current\_map ptr is NULL, ds->[hex], current\_map->[hex]: [chars]

**Explanation** This message indicates that an internal error occurred, or there may be a memory problem.

**Recommended Action** Check your available memory. If necessary, add more memory to the system.

**Error Message**

%UBR7200-3-OWNERR: CMTS([dec]/[dec]), Buffer ownership error, pak=0x[hex]

**Explanation** This message is probably caused by a hardware failure.

**Recommended Action** Replace the defective board.

**Error Message**

%UBR7200-3-SLOTS: Number of slots in chassis is undefined.

**Explanation** Data stored in the midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message**

%UBR7200-3-SPIERRNRD: SPI PENDING NO READ DATA: spistat=0x[hex], chid=0x[hex], cmd=0x[hex], regaddr=0x[hex]

**Explanation** A read error occurred on the PHY chip serial communications bus.

**Recommended Action** If the line card is defective, replace it.

**Error Message**

%UBR7200-3-SPIERRR: SPI PENDING READ ERROR: spistat=0x[hex], chid=0x[hex], cmd=0x[hex], regaddr=0x[hex]

**Explanation** A read error occurred on the PHY chip serial communications bus.

**Recommended Action** If the line card is defective, replace it.

**Error Message**

%UBR7200-3-SPIERRRBS: SPI BUS READ 0x[hex] BYTES SHORT: spistat=0x[hex], chid=0x[hex], cmd=0x[hex], regaddr=0x[hex]

**Explanation** A read error occurred on the PHY chip serial communications bus.

**Recommended Action** If the line card is defective, replace it.

**Error Message**

%UBR7200-3-SPIERRW: SPI PENDING WRITE ERROR: spistat=0x[hex], chid=0x[hex], cmd=0x[hex], regaddr=0x[hex]

**Explanation** A write error occurred on the PHY chip serial communications bus.

**Recommended Action** If the line card is defective, replace it.

**Error Message**

%UBR7200-5-TIMESCH: Time scheduled event, spectrum group [int], [chars]

**Explanation** A time scheduled reconfiguration event occurred on an interface.

**Recommended Action** No action is required.

**Error Message**

%UBR7200-5-UNREGSIDTIMEOUT: CMTS deleted unregistered Cable Modem [sci\_notation]

**Explanation** An unregistered cable modem was deleted to avoid unaccounted bandwidth usage.

**Recommended Action** Check the modem interface configuration for registration bypass, or errors in the TFTP configuration file.

**Error Message**

%UBR7200-5-UPDOWN: Interface [chars] Port U[dec], changed state to [chars]

**Explanation** The upstream port was brought up or down.

**Recommended Action** No action is required.

**Error Message**

%UBR7200-5-USFREQCHG: Interface [chars] Port U[dec], frequency changed to [int].%03u MHz

**Explanation** The upstream channel frequency was changed.

**Recommended Action** No action is required.

**Error Message**

%UBR7200-5-USIPLCHG: Interface [chars] Port U[dec], input power level changed to [dec] dBmV

**Explanation** The upstream channel input power level was changed.

**Recommended Action** No action is required.

**Error Message**

%UBR7200-4-VERSION\_MISMATCH: Midplane data version mismatch.

**Explanation** Data stored in the midplane is out of date and needs to be updated.

**Recommended Action** Contact technical support to update your system.

# UCODE Error Messages

Microcode error messages

## Error Message

%UCODE-3-BADCHKSUM: Bad checksum in [chars], found 0x[hex] expected 0x[hex]

**Explanation** The microcode file is corrupted in some way. The checksum computed after reading the file from Flash memory does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

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

## Error Message

%UCODE-3-BADHWVER: Ucode file [chars] requires [chars] version [dec].x hardware

**Explanation** A mismatch was detected during an attempt to load a microcode file into an interface processor. The hardware requires a different version than the one specified.

**Recommended Action** Use the required microcode version.

## Error Message

%UCODE-3-HDRCORRUPT: Ucode header corrupted in [chars], found 0x[hex] expected 0x[hex]

**Explanation** The microcode file is corrupted in some way. The checksum computed after reading the file from Flash memory does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

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

## Error Message

%UCODE-3-IPCBUFFFAIL: Unable to obtain IPC resources

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to obtain a buffer.

**Recommended Action** Certain interface processors will not load properly. Try the **reload** command again. If this message recurs, call your technical support representative for assistance.

**Error Message**

%UCODE-3-IPCINITFAIL: Unable to initialize IPC [chars] services

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to initialize.

**Recommended Action** Certain interface processors will not load properly. The router must be reloaded to clear the problem.

**Error Message**

%UCODE-3-IPCINVALID: Invalid IPC request ([dec]) received from ([hex])

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has received an invalid message.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message**

%UCODE-3-LDFAIL: Unable to download ucode from [chars] in slot [dec], trying [chars] ucode

**Explanation** For some reason, the microcode file specified by the configuration is not suitable for downloading, or another error occurred. The onboard ROM microcode will be loaded so that the interface can remain operational.

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

**Error Message**

%UCODE-3-NOBUF: Unable to allocate memory for ucode buffer

**Explanation** A buffer is required to decompress microcode before loading it into an interface processor. This buffer could not be allocated for some reason.

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

**Error Message**

%UCODE-3-NOFILE: Ucode file [chars] not found, system ucode loaded in slot [dec]

**Explanation** The file specified by the configuration was not found in Flash memory. The onboard ROM microcode will be loaded so the interface can remain operational.

**Recommended Action** Issue the **show flash** command to determine if the file is located in Flash memory. If the file is there, attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message**

%UCODE-3-NOROM: Invalid attempt to load ROM ucode in slot [dec]

**Explanation** Some interface processors cannot load microcode from ROM.

**Recommended Action** Remove the erroneous configuration statement.

**Error Message**

%UCODE-5-OBSOLETE: FDDI unit [dec] has obsolete microcode: please upgrade it

**Explanation** This message occurs when an FDDI interface processor is found running microcode that does not support microcode connection management (CMT), which is required for all software releases from 10.2 on.

**Recommended Action** Upgrade the microcode on the interface processor.

**Error Message**

%UCODE-3-RDFAIL: Unable to read ucode file [chars] from flash

**Explanation** For some reason, the microcode file was not read from Flash memory. Flash memory might be locked by another process or otherwise unavailable.

**Recommended Action** Issue the **show flash** command to determine whether Flash memory is in use and issue another microcode reload when Flash memory is free. If the message recurs, call your technical support representative for assistance.

**Error Message**

%UCODE-3-SRCTYPE: Invalid Ucode source type ([dec])

**Explanation** The specified microcode source type is not supported on the given platform.

**Recommended Action** Verify that the proper code revisions are selected.

**Error Message**

%UCODE-3-TOOBIG: File [chars] at length [dec] is too long for buffer (size [dec])

**Explanation** The file is too large for the buffer. The onboard ROM microcode will be loaded.

**Recommended Action** If the error message recurs after the onboard ROM microcode is loaded, call your technical support representative for assistance.

**Error Message**

%UCODE-3-VERSIONCK: Inappropriate version [int].[int] for [chars]

**Explanation** An attempt was made to load an inappropriate version of microcode.

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

**Error Message**

%UCODE-3-WRONGHARD: [chars] is [chars] ucode not [chars], microcode/hardware mismatch

**Explanation** The specified microcode file is for a different interface processor than specified in the configuration. The user has made a configuration error. The onboard ROM microcode will be loaded.

**Recommended Action** Re-enter your microcode configuration command after confirming the interface type and reload the microcode.

## UNIX Error Message

UNIX error message

**Error Message**

%UNIX-1-SYSABORT: System aborted

**Explanation** The system aborted. Record the output from the following commands:

- show proc mem (repeated twice)
- show memory
- show buffers
- show version
- show running-config

**Recommended Action** Provide this information and the error message to your technical support representative.

## UTIL Error Messages

Utility error messages

**Error Message**

%UTIL-3-RANGEINCON: internal inconsistency [dec] [hex]

**Explanation** A fatal software error occurred.

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

**Error Message**

%UTIL-3-RANGENULLINPUT: null pointer input to range function

**Explanation** An attempt was made to access a range function with a NULL pointer. The range list creation failed.

**Recommended Action** Review the error log for a corresponding malloc failed message. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%UTIL-3-TREE: Data structure error--[chars]

**Explanation** A software error occurred, resulting in a data-structure inconsistency.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Ask for their assistance in obtaining a version of code with the error fixed.

## VINES Error Messages

Banyan Virtual Integrated Network Service error messages

**Error Message**

%VINES-2-BADPARAM: [chars] called with [chars] parameter set to [chars]

**Explanation** One of the VINES lookup functions was called with an illegal argument.

**Recommended Action** Copy the message exactly as it appears, do a memory dump up to 128 bytes and the location specified in the error message, and report this information to your technical support representative.

**Error Message**

%VINES-2-BADTIMER: RTP timer for [chars] was found disabled, and was reset

**Explanation** An internal interface timer is not running. This condition usually occurs after an interface is reset.

**Recommended Action** No action is required. The system automatically restarts the timer.

**Error Message**

%VINES-2-CACHEFAILED: Cannot build cache entry ([dec] bytes) for %#z on [chars]

**Explanation** VINES fast switching detected that the packet destined to a given address did not have proper encapsulation information or its encapsulation size was too large to fit into the cache.

**Recommended Action** Verify that the VINES encapsulation and interface-specific mappings for the interface concerned are properly configured. Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message**

%VINES-2-CACHEUNSUPP: Caching of [chars] not supported on [chars]

**Explanation** The cache population routing for VINES fast switching was called for an interface that does not support VINES fast switching.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If other encapsulation types are available on the interface, try using them. If this problem is not limited to one or two destinations (but rather occurs with all traffic using the interface), disable VINES fast switching for the interface until you have identified the real cause of the problem.

**Error Message**

%VINES-2-CONSISTENCY: Error [chars]

**Explanation** The VINES code ran into a situation that should not happen. For example, an IPC port number must be allocated, but all 65,535 port numbers are currently in use. Another possible cause is that VINES attempted to add a cache entry, but had no path associated with the destination address. This may cause temporary slow performance to only those stations that have experienced this inconsistency until complete cache entries are added. However, connectivity should not be lost, because all data traffic can still be routed via process-level switching.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If the warning message is about IPC port number depletion, use the **show vines ipc** command to check how many IPC ports are currently in use by which services and determine whether the IPC connections are all legitimate. To release IPC ports, issue the **clear vines ipc** command. If the warning message is about vines cache entries, provide the contents of the vines route cache, neighbor, and route tables immediately after the error messages appeared. If the problem persists, issue the **clear vines cache** command, and monitor the router if the situation improves.

**Error Message**

%VINES-2-CORRUPTENTRY: Detected a corrupted entry in the [chars] table

**Explanation** The VINES code detected that an internal table entry was corrupted.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table or neighbor table, depending on the table in which the corrupted entry was observed. This will result in a temporary loss of connectivity until the routing or neighbor table is rebuilt.

**Error Message**

%VINES-2-DUPADDR: Duplicate address detected on interface [chars]

**Explanation** The router detected that its VINES address is being used by another router.

**Recommended Action** To identify the other router that is using this address, manually inspect each router's configuration. When you have identified the router with the duplicate address, issue the **vines routing recompute** command on both routers, or issue the **enable vines routing** command, specifying specify a unique address. If one of the routers does not support the recompute keyword,

disable VINES on that router, issue the **write terminal** command to save the configuration to memory, reboot the router, and then enter the **vines routing** command with a unique VINES address on the offending routers until each router has a unique address.

#### Error Message

```
%VINES-2-ENCAPFAILED: Encapsulation failed for %#z via %#z on [chars]
```

**Explanation** VINES fast switching encountered an encapsulation failure when building a cache entry for a neighbor.

**Recommended Action** Examine your configuration for causes of the encapsulation failure. Look for missing map statements, interfaces that have gone down, and so on. If this error results in lost connectivity, disable VINES fast switching by issuing the **no vines route-cache** command. Because disabling fast switching will slow network performance, you should issue the **vines route-cache** command to re-enable fast switching as soon as you have identified the cause of the problem. If you cannot identify the cause, contact your technical support representative. Provide the output of the following commands for the destination address and neighboring routers you are using:

- show vines cache
- show vines neighbor
- show vines route

Also provide the output of the **show interface** and **show vines interface** commands for the incoming and outgoing interfaces.

#### Error Message

```
%VINES-6-FNNOTFOUND: [chars] service [chars] routine missing [chars] vector
```

**Explanation** There is an inconsistency in the static VINES data structures for handling application-layer packets.

**Recommended Action** Turn on VINES service-level debugging for the service reported in the error message. Copy the debug traces and the error message exactly as they appear, and report them to your technical support representative.

#### Error Message

```
%VINES-2-INVALIDPATH: Bad [chars] in path for neighbor entry [v-name]
```

**Explanation** While searching the neighbor table, the code determined that a pointer that should point to a VINES path structure actually points to some other structure.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES neighbor table. This will result in a temporary loss of connectivity until all neighbors and routes are relearned.

**Error Message**

%VINES-2-INVALIDROUTE: Bad [chars] in route for server entry [v-name]

**Explanation** While searching the routing table, the code determined that a pointer that should point to a VINES route structure actually points to some other structure.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table. This will result in a temporary loss of connectivity until all routes are relearned.

**Error Message**

%VINES-6-IPCNOROUTINE: IPC port [dec] registered without an upcall ([chars])

**Explanation** There is an inconsistency in the active VINES data structure for handling IPC data messages. A message was received for a port that should have a listener, but the listener routine cannot be found.

**Recommended Action** Examine the IPC ports currently supported on the router by issuing the **show vines ipc** command, and see whether the reported IPC port is indeed not active. Copy the message exactly as it appears, and report it to your technical support representative along with the output of the **debug vines ipc** command.

**Error Message**

%VINES-2-NOBUFFERS: No buffers available for [chars]

**Explanation** There were no buffers available to send a VINES service query or reply.

**Recommended Action** Examine your system's memory and buffer capacity and compare it with current usage. If you notice a substantial discrepancy, monitor your system for possible memory leaks or buffer drainage. Report the problem to your technical support representative, along with the output of the following commands:

- show memory
- show memory processor
- show buffers
- show buffers assigned
- show buffers old

**Error Message**

%VINES-2-NOVENCAP: Encapsulation failed on [chars] for address %#z

**Explanation** The VINES code tried to send a packet on an interface that does not have a new encapsulation routine for outbound packets.

**Recommended Action** Toggle the problematic interface by issuing the **shutdown** and **no shutdown** interface commands, and then issue the **no vines metric** and **vines metric** commands. If the problem persists, copy the message exactly as it appears, and report it your technical support representative. If possible, turn on and provide interface-specific debug traces, particularly for VINES activities.

**Error Message**

```
%VINES-6-RPCNOSERVICE: IPC port [dec] registered without a service
```

**Explanation** There is an inconsistency in the active VINES data structure for handling Net RPC messages. A message was received for a port that should have a service description, but that service description cannot be found.

**Recommended Action** Enter the **show vines ipc** command and see whether the reported IPC port has a registered service. Copy the message exactly as it appears, and report it to your technical support representative, if possible, along with output of the **debug vines netrpc** command.

**Error Message**

```
%VINES-6-RTNNOTFOUND: [chars] service [chars] routine not found while [chars]
```

**Explanation** There is an inconsistency in the active VINES service description data structures. A service handler routine cannot find the description of its own service.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. In addition, provide the output of the **show vines service** command and **debug vines service** traces for the service reported in the error message.

## VIP Error Messages

Versatile Interface Processor error messages

**Error Message**

```
%VIP-3-AFOVERFLOW: Ethernet address filter table full
```

**Explanation** VIP Ethernet-like interface uses an internal MAC address table to filter incoming packets. Once the table is full, additional address entries are rejected. Any incoming packet with destination address not in the table will be ignored.

**Recommended Action** The address table is consumed by various protocols (such as PIM or HSRP). If too many HSRP are configured for one interface, the entry could be exhausted. The suggested solution would be to distribute some of those HSRP entries to other Ethernet interface.

**Error Message**

```
%VIP-3-BADMALUCMD: Unsupported MALU command [dec], arg=[hex], pascb=[hex]
```

**Explanation** The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was not prepared to handle.

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

**Error Message**

%VIP-3-CMDNOPASCB: PASCB Null for command [dec], arg=[hex]

**Explanation** The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was unprepared to handle.

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

**Error Message**

%VIP-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]

**Explanation** No command dispatch vector was found for the specified interface.

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

**Error Message**

%VIP-2-NOICBS: No MEMD icbs left for PA [dec] Interface [dec]

**Explanation** No Switch Processor (SP) interrupt control block structure was associated with the port adapter or the interface.

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

**Error Message**

%VIP-3-UNDEFIDBTYPE: Undefined idb type [dec]

**Explanation** This message is sent from the VIP kernel when it sees a media type other than Ethernet, Token-Ring, or serial. These are the media types supported by Cisco IOS Release 11.2 on the VIP. The message might be caused by having an older version of the software running on a device with a new VIP port adapter.

**Recommended Action** Check whether the version of the software being run supports the VIP port adapter. If an old software version does not appear to be the problem, copy the error message exactly as it appears and report it to your technical support representative.

## VOICE\_FSM Error Messages

MC3810 voice FSM subsystem error messages

**Error Message**

%VOICE\_FSM-3-ERROR: NULL

**Explanation** This message can take many forms. It provides information about a software error.

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

**Error Message**

%VOICE\_FSM-5-MC3810\_NOTICE: NULL

**Explanation** This is a notification message only.

**Recommended Action** No action is required.

## VOICE\_RC Error Messages

MC3810 voice resource subsystem error messages

**Error Message**

%VOICE\_RC-3-ERROR: NULL

**Explanation** This message can take many forms. It provides information about a software error.

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

**Error Message**

%VOICE\_RC-5-MC3810\_NOTICE: NULL

**Explanation** This is a notification message only.

**Recommended Action** No action is required.

## VPDN Error Messages

Virtual Private Dialup Networking (VPDN) error messages

**Error Message**

%VPDN-6-AUTHENERR: [chars] [chars] [chars] cannot locate a AAA server for [chars]  
[chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS is unable to locate an AAA server for the purposes of authenticating the user or tunnel. An error of this type indicates that the router was unable to establish a network connection with the designated/configured server. A reason string may also be present to provide further information.

**Recommended Action** Check AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

**Error Message**

%VPDN-6-AUTHENFAIL: [chars] [chars] [chars], [chars]authentication failure  
[chars]for [chars] [chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS failed to authenticate a user or a tunnel, or the HGW/LNS failed authentication with the client that initiated the session. For authentication failures of the user or tunnel, a reason string should be present that will indicate the point of failure. When a client fails to authenticate the HGW, a reason string may be present depending upon the point of failure.

**Recommended Action** Check the username configuration on the NAS/LAC or HGW/LNS and possibly even the client if the HGW/LNS is failing authentication. One possible solution is to remove the negotiation of outbound authentication (that is, only authenticate the user in the inbound direction). If AAA is applicable, check the AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

**Error Message**

%VPDN-6-AUTHORERR: [chars] [chars] [chars] cannot locate a AAA server for [chars]  
[chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS is unable to locate an AAA server for the purposes of authorizing the user or tunnel. An error of this type indicates that the router was unable to establish a network connection with the designated/configured server. A reason string may also be present to provide further information.

**Recommended Action** Check the AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

**Error Message**

%VPDN-6-AUTHORFAIL: [chars] [chars] [chars], [chars]authorization failure for  
[chars] [chars] [chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS failed to authorize a user or a tunnel. A reason string may be present to indicate the point of failure.

**Recommended Action** Check authorization configuration on the NAS/LAC or HGW/LNS. If AAA is applicable, check network connectivity to the AAA server(s).

**Error Message**

```
%VPDN-6-CLOSED: [chars] [chars] [chars] closed [chars] [chars]
[chars] [chars] [chars]
```

**Explanation** The remote server, typically the HGW/LNS, closed this session. The reason for the closure is encoded in a hexadecimal format and corresponds to the particular protocol descriptions. A description string may also be present that describes the closure reason.

**Recommended Action** Check the configuration on the NAS/LAC or HGW/LNS.

**Error Message**

```
%VPDN-4-MIDERROR: [chars] [chars] [chars] unable to terminate user
[chars] [chars] [chars]
```

**Explanation** The HGW/LNS was unable to complete the forwarding of the VPDN user because of an internal error. This error may be resource related or configuration related. A reason string may be present to indicate the point of failure.

**Recommended Action** Check the configuration on the HGW/LNS.

**Error Message**

```
%VPDN-5-NOIDB: [chars] [chars] [chars] unable to terminate user [chars]
```

**Explanation** The HGW/LNS is out of resources to create sessions for VPDN forwarded user. In particular, it has reached the maximum number of interfaces allowed on the router.

**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**

```
%VPDN-3-NORESOURCE: [chars] [chars] [chars] no resources for user
[chars] [chars] [chars]
```

**Explanation** The NAS/LAC or HGW/LNS is out of resources for the forwarding of a VPDN user.

**Recommended Action** If 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**

```
%VPDN-6-RESIZE: Updated [chars] session table size to [int]
```

**Explanation** The NAS/LAC or HGW/LNS altered the size of the session table through command line configuration.

**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**

%VPDN-6-TIMEOUT: [chars] [chars] [chars] disconnected [chars] [chars]  
[chars] [chars] [chars]

**Explanation** The NAS/LAC or HGW/LNS disconnected the user because the expiration of a timer. This error may be related to PPP negotiation or an absolute timeout for the session.

**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**

%VPDN-5-UNREACH: [chars] [chars] [chars] is unreachable

**Explanation** The NAS/LAC or HGW/LNS has timed out while attempting to establish a tunnel connection to a HGW/LNS or NAS/LAC. This may be caused by network issues or authentication/authorization issues.

**Recommended Action** Check the configuration on the NAS/LAC or HGW/LNS. Check network connectivity between the NAS/LAC and HGW/LNS. Check if the tunnel setup needs to have a different source IP address from that of the NAS/LAC.

## VPM Error Messages

Voice port module error messages

**Error Message**

%VPM-3-CAPABILITYMISMATCH: voice port [chars]: call connection id [0x[hex] 0x[hex]  
0x[hex] 0x[hex]]

**Explanation** There was a capabilities mismatch between the two call legs. Capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

**Recommended Action** Check that the dial peer configuration is appropriate for the interface in question. Also, check that the configuration on the interface is correct.

**Error Message**

%VPM-3-DSPALARM: voice port [chars]: status=0x[hex]x message=0x[hex]

**Explanation** The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

**Recommended Action** Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. 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**

%VPM-3-NOEVENT: no free event structure available from [chars] for DSP message

**Explanation** There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

## X25 Error Messages

X.25 error messages

**Error Message**

%X25-3-ADDRESSBAD: Interface [chars], x25 address [chars] subaddress [char] is too long

**Explanation** This message occurs when a subaddress is configured. When this subaddress is combined with the interface's X.121 address, the total address exceeds the limit of 15 characters.

**Recommended Action** Reconfigure the subaddress so that this does not happen.

**Error Message**

%X25-3-BADCONFIG: Interface [chars], X.25 [chars], current config. retained

**Explanation** The interface's X.25 configuration is not valid. The existing configuration was not changed.

**Recommended Action** Verify the following: The interface's switched virtual circuit ranges do not overlap; for nonzero values,  $lic \leq hic < ltc \leq htc < loc \leq hoc$ . (For more information, refer to "Configuring X.25 and LAPB" in the *Wide-Area Networking Configuration Guide*.) If an incoming-only range is defined, check that it is numerically less than the two-way range. If an outgoing-only range is defined, check that it is numerically greater than the two-way range. No virtual circuit high/low parameter is zero unless its partner low/high parameter is also zero. The default window sizes are less than the interface modulo.

**Error Message**

%X25-4-BADMBIT: Interface [chars], VC [dec], partial data packet has M-bit set

**Explanation** This message occurs when a virtual circuit is set up using the default maximum packet sizes, but the DTE and DCE are not configured with the same default values. A packet was received that had the M-bit set, signifying that more data follows, but the packet did not carry the maximum number of bytes allowed. Such partial data packets must have the M-bit cleared. The resulting loss of a message boundary might cause problems for the data recipient.

**Recommended Action** Verify the default flow-control parameters of the DTE and the DCE. If this message recurs, call your technical support representative for assistance.

**Error Message**

%X25-4-BADUPCALL: Interface [chars], Unexpected call ([chars]) from LLC2  
DTE=[hex] [hex] . [hex] [hex] . [hex] [hex] .

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-3-COMPERR: Interface [chars] LCI [dec] low-level stac compression error

**Explanation** A Stacker compression algorithm internal error or shortage of buffer space was encountered during a compression operation. This should never happen.

**Recommended Action** Report the error to your technical support representative.

**Error Message**

%X25-4-DEBUG\_LCI: LCI deleted at interrupt time

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-2-ILLP4: Interface [chars], Illegal state [chars] when P4

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-3-INTIMEQ: Interface [chars], LCN [dec] already in timer queue, new time  
[dec]

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-4-LARGEPKSIZE: Interface [chars], [chars] packet sizes [dec]/[dec] too large; lower values will be negotiated

**Explanation** The interface's default packet sizes or outgoing packet size facility values are too large to be carried by Link Access Procedure, Balanced (LAPB).

**Recommended Action** The router will negotiate lower packet size values automatically. The LAPB N1 value should be increased. For example, for an X.25 maximum packet size of 1024, Modulo 8 X.25 operation will add 3 bytes of overhead and Modulo 8 LAPB operation will add 4 bytes of overhead (the two bytes of CRC are defined to be included). This means that N1 must be at least 1031 bytes \* 8 = 8248.

**Error Message**

%X25-3-LCIBOGUS: in x25\_timer NULL lci\_idb [hex]

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-5-NOBUF: Interface [chars] LCI [dec] [chars]

**Explanation** This is a warning only (the compressed packet was not lost). However, an X.25 packet layer RNR (wait) was generated and packet-level transmission on the logical channel number (LCN) will not resume (RR issued) until a decompression buffer becomes available.

**Recommended Action** If this message occurs frequently, you may need to modify the buffer pool. Copy the message exactly as it appears, and report it your technical support representative.

**Error Message**

%X25-3-NOLCI: Interface [chars], Delete: lci [dec] not found in [chars] table

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-3-NOTFINDBH: Can't find bfe host address [int] to delete

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-4-PARTIALMAP: Interface [chars], [chars] encapsulation call from [chars] partially mapped to [chars]

**Explanation** An incoming X.25 call specified a protocol that was assigned to a multiprotocol map; the virtual circuit (VC) will not be able to carry the full set of protocols specified by the map.

**Recommended Action** Modify the configuration of the router or the far host to match the encapsulation method used.

**Error Message**

%X25-5-PBPDBIT: Interface [chars] LCI [dec] PBP Compression does not support X25 D bit

**Explanation** Compression is not enabled because D-bit support is configured for the LCI.

**Recommended Action** Reconfigure without D-bit support, or do not attempt to run with compression.

**Error Message**

%X25-5-PBPHOLDQ: Interface [chars] LCI [dec] X25 Hold queue needs to be at least default size

**Explanation** An attempt was made to configure the X.25 hold queue to less than the minimum value.

**Recommended Action** Configure the X.25 hold queue to be ten or more.

**Error Message**

%X25-5-PBPNOEND: Interface [chars] LCI [dec] End system not configured for X25 PBP

**Explanation** A compression or decompression operation was attempted by a router other than an end router. Only end routers can perform compression and decompression.

**Recommended Action** Reconfigure the routers so that only the end routers in the network perform compression and decompression.

**Error Message**

%X25-3-PVCBAD: Interface [chars], PVC [dec], [chars]

**Explanation** A switched permanent virtual circuit (PVC) cannot be connected. The final [chars] text string in the message represents the state of the PVC. These text strings can also appear in **show x25 vc** output. For more information, refer to the **show x25 vc** documentation in the *Wide-Area Networking Command Reference* publication.

**Recommended Action** Validate the configuration of the PVCs at both ends of the connection, and reconfigure them if necessary.

**Error Message**

%X25-4-RANGEUNUSED: Interface [chars], [chars] VC range unused; set limits to zero

**Explanation** An outgoing-only or incoming-only virtual circuit range exactly overlaps the two-way virtual circuit range. This was the former method for specifying that a virtual circuit range was not used. The current method is to set the range limits to zero.

**Recommended Action** Use the privileged **copy running-config startup-config** command to write the configuration to memory. This will store the modified (zero) range limits.

**Error Message**

%X25-3-SIZEBAD: Interface [chars] LCI [dec] Decompression size error

**Explanation** An internal software error occurred. The PBP header has an uncompressed packet size field. Each uncompressed packet size is checked against this field.

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

**Error Message**

%X25-3-SPURD1: Interface [chars], Spurious D1 timer wakeup on LCI [dec]

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-3-SYNCBAD: Interface [chars] LCI [dec] Decompression sync error. expected [dec] got [dec]

**Explanation** An internal software error occurred. The PBP header has a sync field. The sync field (8 bits) is checked on each received packet.

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

**Error Message**

%X25-4-VCLOSTSYNC: Interface [chars], VC [dec] TCP connection [chars]

**Explanation** An X.25 circuit that is being tunneled over a TCP connection between routers was cleared ungracefully. The last [chars] text string in the message can take one of two forms. If the text string is *closed unexpectedly*, the router at the remote end of the connection was rebooted, or the connection failed. If the text string is *connection corrupted*, it is likely that the connection was made to a router running an older software release.

**Recommended Action** If the text string is *closed unexpectedly*, re-establish the connection after the remote router or intervening network is operational. If the text string is *connection corrupted*, upgrade the router at the other end of the connection to a more recent software release.

**Error Message**

%X25-3-VERSIONBAD: Interface [chars] LCI [dec] Compression Version mismatch  
expected [hex] received [hex]

**Explanation** An internal software error occurred. The PBP header has a mismatched version field. The version is checked on each received packet.

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

**Error Message**

%X25-3-X25INT: Interface [chars], X.25 internal error [chars]

**Explanation** This is a general message covering numerous internal X.25 error conditions. The message text contains additional details that can be used to identify 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.

**Error Message**

%X25-3-XOTINT: XOT internal error [chars]

**Explanation** An internal software error occurred.

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

**Error Message**

%X25-3-XOTPROTOCOL: XOT protocol error from [int]: [chars]

**Explanation** A protocol error was detected over an X.25-over-TCP (XOT) connection, causing the connected VC to close. A flaw may exist in the remote host's XOT implementation.

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

## XCPA Error Messages

Mainframe Channel Port Adapter error messages

**Error Message**

```
%XCPA-3-BADHWVER: bay [[dec]] pre-production hardware version detected
(hw:[int].[int], [int].[int])
```

**Explanation** The port adapter hardware major version is 0, which indicates that the hardware is pre-production. Port adapters with this hardware version were provided to Early Field Test (EFT) and Beta customers. These port adapters should be upgraded.

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

**Error Message**

```
%XCPA-3-BOOTCFG: bay [[dec]] unable to download boot configuration information
```

**Explanation** After microcode was downloaded to the channel port adapter, an attempt was made to copy boot information into its memory. This operation failed. The port adapter will be deactivated. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** Reissue the **microcode reload** command. If the error still occurs, record the output from the following commands:

- show tech
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-BOOTFAIL: bay [[dec]] [chars][chars]
```

**Explanation** The channel port adapter did not become operational after microcode was downloaded and the CPU was taken out of reset. The message contains the reason reported by the channel port adapter. The port adapter will be deactivated. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** Reissue the **microcode reload** command. If the error still occurs, record the output from the following commands:

- show tech
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

%XCPA-3-BOOTVER: bay [[dec]] incompatible microcode (boot version [int].[int] not within [int].[int] - [int].[int])

**Explanation** An incompatibility exists between the version of the system image and the version of microcode.

**Recommended Action** Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Ensure that the correct version of microcode exists in Flash. Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands:

- show tech
- show microcode
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

%XCPA-3-DEACTIVATED: bay [[dec]] deactivated

**Explanation** The port adapter is being deactivated because it failed to successfully complete initialization. Other messages in the log specify the exact cause of the failure. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** If possible, correct errors indicated by the other messages occurring at the time of this message. Reissue the **microcode reload** command. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- show tech
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

%XCPA-3-DMAERROR: bay [[dec]] dma error: [chars]

**Explanation** A DMA failure occurred.

**Recommended Action** Issue the **microcode reload** command. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- **show tech**
- show log

Provide this information to your technical support representative.

#### Error Message

```
%XCPA-3-DWNLDCKSM: bay [[dec]] checksum calculated [hex], expected [hex]
```

**Explanation** The calculated checksum of a section in the downloadable microcode file did not match the expected value.

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

#### Error Message

```
%XCPA-3-DWNLDFAIL: bay [[dec]] download failed [chars] [chars]
```

**Explanation** The microcode download failed because of the reason specified in the message. The port adapter will be deactivated. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** Reissue the **microcode reload** command. If the error still occurs, record the output from the following commands:

- show tech
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

#### Error Message

```
%XCPA-3-HWVER: bay [[dec]] incompatible microcode (hw:[int].[int], [int].[int])
```

**Explanation** An incompatibility exists between the port adapter hardware and the version of microcode that the system image attempted to load.

**Recommended Action** Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Ensure that the correct version of microcode exists in Flash. Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands:

- show tech
- show microcode
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-INITFAIL: bay [[dec]] initialization failed: [chars]
```

**Explanation** The channel port adapter driver failed to successfully initialize the hardware on the channel port adapter. The port adapter will be deactivated. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** Reissue the **microcode reload** command. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- show tech
- show log

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-IPC: bay [[dec]] - [chars] (code=[[dec]])
```

**Explanation** A channel port adapter IPC error occurred. The channel port adapter in the specified bay is unusable.

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

**Error Message**

```
%XCPA-3-NEVER: bay [[dec]] mailbox response timed out after (([int] + [int]) usecs, mbx=[hex]
```

**Explanation** A mailbox command sent from the driver to the channel port adapter did not complete within the expected time limit. As a result of this error, the channel port adapter driver will reset the port adapter and reload microcode to it.

**Recommended Action** The reset and reload rectified the problem. If these operations did not occur, then reissue the **microcode reload** command. If the error still occurs, record the output from the following commands:

- **show tech**
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-NOTANALYZED: bay [[dec]] analyze failed
```

**Explanation** The channel port adapter driver failed to successfully complete the necessary tasks for initial bring up of the port adapter. This is typically caused by shortage of memory. Previous messages in the log will indicate the exact reason for the failure. The port adapter will be deactivated. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** Reissue the **microcode reload** command. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- show tech
- show log

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-NOTLOADED: bay [[dec]] port adapter download and reset failed
```

**Explanation** The channel port adapter driver failed to successfully complete the necessary tasks for downloading microcode to the port adapter and bringing its CPU out of reset. Previous messages in the log will indicate the exact reason for the failure. The port adapter will be deactivated. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** Reissue the **microcode reload** command. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- show tech
- show log

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-NOTOPER: bay [[dec]] not operational after [dec] usecs; status=[hex]
```

**Explanation** After a microcode download, the channel port adapter did not send a message within the expected time limit indicating that it was operational. The port adapter will be deactivated. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** Reissue the **microcode reload** command. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- show tech
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

%XCPA-3-OUTHUNG: [chars] - output stuck - [chars]

**Explanation** The channel port adapter's transmit queues contained packets that have been queued for an excessive period of time. A command will be sent to the port adapter requesting dump information. After that, the port adapter will be reset.

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

**Error Message**

%XCPA-3-PORTCONN: bay [[int]] failed to establish [chars] connection ([hex])

**Explanation** An attempt to establish the console or debugger connection with the channel port adapter failed.

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

**Error Message**

%XCPA-3-PORTIOKILL: Port IO [chars] process terminating

**Explanation** An unexpected termination of a port IO process occurred.

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

**Error Message**

%XCPA-3-POWEREDOFF: bay [[dec]] powered off

**Explanation** The port adapter has been powered off. Other messages in the log specify the cause of this event. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** If possible, correct errors indicated by the other messages occurring at the time of this message. Reissue the **microcode reload** command. If the error persists, verify that the port adapter is properly seated in the bay. If the error still occurs, record the output from the following commands:

- show tech
- dir slot0:
- dir slot1:

- show log

Provide this information to your technical support representative.

#### Error Message

```
%XCPA-3-RXQ: [chars] - consistency error - [chars] ([hex],[dec])
```

**Explanation** A consistency check failed while receiving packets from the channel port adapter. The packet is being dropped.

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

#### Error Message

```
%XCPA-3-SWITCH: Driver init failed - [chars] (bay=[dec])
```

**Explanation** The channel port adapter packet switch driver initialization failed. The channel port adapter will not be usable.

**Recommended Action** Obtain the following information:

- show tech-support
- show memory

Provide this information to your technical support representative.

#### Error Message

```
%XCPA-3-UCODEHDR: bay [[dec]] skip=[hex] hdr_ver=[hex] fw_rev=[hex]  
req_hw_ver=[hex] hw_type=[hex]
```

**Explanation** The header information in the downloadable microcode file contains incorrect information. Other messages in the log specify what information is incorrect.

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

**Error Message**

```
%XCPA-3-UCODEREAD: bay [[dec]] - error reading microcode file, read=[dec],
requested=[dec]
```

**Explanation** An error occurred while reading the microcode file. The port adapter will be deactivated. Reissuing the **microcode reload** command is necessary to reset the port adapter.

**Recommended Action** Reissue the **microcode reload** command. If the error still occurs, record the output from the following commands:

- show tech
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-UCODESEC: bay [[dec]] wcs=[hex] addr=[hex] len=[hex] ep=[hex] compr=[hex]
sec_type=[hex] ver=[hex]
```

**Explanation** The header information in a section of the downloadable microcode file contains incorrect information. Other messages in the log specify what information is incorrect.

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

**Error Message**

```
%XCPA-3-UKNMBXCMD: bay [[dec]] unknown mailbox command: [hex] [hex] [hex] [hex]
```

**Explanation** The channel port adapter sent a mailbox command that the driver did not expect. This may occur if there is a version mismatch between the system image and the microcode.

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

**Error Message**

```
%XCPA-3-UNEXPECTEDINT: cause=[hex], mask=[hex], addr_dec_err=[hex],
bus_err=[hex], ch0_ctrl=[hex]
```

**Explanation** An unexpected interrupt occurred.

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

**Error Message**

```
%XCPA-3-VPLDVER: bay [[dec]] incompatible microcode (vpld version [int].[int] not
within [int].[int] - [int].[int])
```

**Explanation** An incompatibility exists between the version of the system image and the version of microcode.

**Recommended Action** Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Ensure that the correct version of microcode exists in Flash. Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands:

- show tech
- show microcode
- dir slot0:
- dir slot1:
- show log

Provide this information to your technical support representative.

**Error Message**

```
%XCPA-3-XCPADRIVERKILL: Unexpected request to terminate: XCPA driver process
([chars])
```

**Explanation** An unexpected termination of the xcpa driver process occurred.

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