

CI Messages

The following are Cisco 7500 platform chassis interface (CI) error messages.

Error Message

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

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

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

Error Message

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

Explanation The chassis type as reported by the CI is different from the chassis type programmed into NVRAM.

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

Error Message

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

Explanation The router is restarting after a soft shutdown because of an over temperature condition. The router has determined that the temperature rose above the board shutdown trip point, and a soft shutdown has occurred. The power supplies, fans, and CI continue to run.

The router is restarting because the system has cooled below the board restart trip point. A counter is started after the first time the router is shut down because of an over temperature condition. If the router shuts down and restarts repeatedly, the router will undergo a hard shutdown, which requires a power cycle to recover. The counter will be reset to zero when the router has been up for six hours and the router temperature has not risen above the board shutdown trip point.

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

Error Message

%CI-1-CORETEMPCRITICAL: Core CRITICAL Temperature limit exceeded

Explanation The temperature of the processor card has exceeded the critical limit. An automatic shutdown will occur if the temperature exceeds the critical limit for more than two minutes. The possible causes of this error are a malfunctioning fan or a short circuit on the processor card.

Recommended Action Check the temperature of the processor card and determine that the fan is not malfunctioning. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CI-3-CORETEMPMAJOR: Core Major Temperature limit exceeded

Explanation The temperature of the processor card has exceeded the major limit. The possible causes of this error are a malfunctioning fan or a short circuit on the processor card.

Recommended Action Check the temperature of the processor card and determine that the fan is not malfunctioning. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CI-3-CORETEMPMINOR: Core Minor Temperature limit exceeded

Explanation The temperature of the processor card has exceeded the minor limit. The possible causes of this error are a malfunctioning fan or a short circuit on the processor card.

Recommended Action Check the temperature of the processor card and determine that the fan is not malfunctioning. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CI-6-CORETEMPOK: Core Temperature OK

Explanation The temperature next to the core of the processor card is normal.

Recommended Action No action is required.

Error Message

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

Explanation The CI was manufactured incorrectly.

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

Error Message

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

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

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

Error Message

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

Explanation A voltage or temperature measurement is out of range. This error is normally caused by a hardware problem, specifically the power supply or the fan; however, this error could also be caused by a software failure.

Recommended Action If a redundant power supply is present in the system, test each redundant power supply one by one and see if this message is coming from one of them. Also verify the status of your electrical power source. If these steps do not help, try to reseat the chassis interface. If the problem persists, replace the affected equipment (the power supply or the fan).

Error Message

%CI-1-INLETTEMPCRITICAL: Inlet temperature CRITICAL limit exceeded

Explanation The air intake temperature critical limit has been exceeded. The system will automatically shut down in two minutes if the air intake temperature does not drop below the critical limit.

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

Error Message

%CI-3-INLETTEMPMAJOR: Inlet temperature major limit exceeded

Explanation The air intake temperature major limit has been exceeded.

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

Error Message

%CI-3-INLETTEMPMINOR: Inlet temperature minor limit exceeded

Explanation The air intake temperature minor limit has been exceeded.

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

Error Message

%CI-6-INLETTEMPOK: Inlet temperature normal

Explanation The temperature of the chassis air intake is normal.

Recommended Action No action is required.

Error Message

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

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

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

Error Message

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

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

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

Error Message

%CI-1-NOFAN: Fan tray empty

Explanation The chassis fan tray does not exist.

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

Error Message

%CI-4-NOTFOUND: Chassis Interface not found

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

Recommended Action Verify that the CI card is correctly and fully installed in the backplane. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CI-3-PARTFANFAIL: Single fan failure

Explanation The chassis fan tray is not fully functioning.

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

Error Message

%CI-0-SHUTFANGONE: System shutting down due to missing fan tray

Explanation The chassis fan does not exist.

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

Error Message

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

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

Recommended Action Confirm that the CI card is correctly and fully installed in the backplane. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

Explanation The electrical current usage of the system exceeds the capacity of a single power supply. During this condition, power supplies must not be removed from the system.

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

Error Message

%CI-1-TOTALFANFAIL: Total fan tray failure

Explanation The chassis fan tray has totally failed.

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

Error Message

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

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

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

CIPDUMP Messages

The following are Channel Interface Processor (CIP) core dump error messages.

Error Message

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

Explanation An error has occurred during a CIP core dump.

Recommended Action No action is required.

Error Message

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

Explanation This message contains progress updates for the CIP core dump.

Recommended Action No action is required.

CIRRUS Messages

The following are CD2430 asynchronous controller error messages.

Error Message

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

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation An internal software error occurred while the asynchronous controller was receiving data.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation An internal software error has occurred while the asynchronous controller was transmitting data.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CIRRUS-4-DOWNREV_NM: Network Module card in slot [dec] is incompatible with the system.

Explanation The network module in this slot is an old revision, which is not compatible with this system.

Recommended Action Upgrade the network module. 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 help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

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

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

Error Message

%CIRRUS-1-NOMEMORY: Unit [dec], no memory for [chars]

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

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

Error Message

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

Explanation The asynchronous controller has failed to respond to a reset command, which may indicate a hardware failure.

Recommended Action Reset the interface or controller. Cycle the power if necessary. If this message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

CIRRUS_PM Messages

The following are slow-speed synchronous and asynchronous port module error messages.

Error Message

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

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

Recommended Action Use proper cable for loopback testing.

Error Message

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

Explanation The software has failed to initialize the network module.

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

Error Message

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

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

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

Error Message

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

Explanation The network module hardware has reported that a non-low-speed port module has been detected.

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

Error Message

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

Explanation The network module is incompatible with the current platform into which it is plugged.

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

CLEAR Messages

The following are clear facility error messages.

Error Message

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

Explanation The counters have been cleared on the interface or interfaces.

Recommended Action No action is required.

Error Message

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

Explanation The extended counters have been cleared on the interface or interfaces.

Recommended Action No action is required.

CLNS Messages

The following are Open System Interconnection (OSI) Connectionless Network Service (CLNS) error messages.

Error Message

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

Explanation An IS-IS or NLSP adjacency with a neighboring router has either come up or gone down. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the IS-IS or NLSP process.

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

Error Message

%CLNS-5-ADJCLEAR: [chars][chars]: All [atalk_address]djacencies cleared

Explanation All IS-IS or NLSP adjacencies of the specified type have been cleared. This message appears only if the **log-adjacency-changes** command is configured for the IS-IS or NLSP process.

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

Error Message

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

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

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

Error Message

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

Explanation An internal error has occurred in the IS-IS or NLSP. An inconsistency was detected in an internal data structure related to tracking protocol or interface state, possibly related to the enabling or disabling of the protocol on an interface.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation An invalid packet was received from a neighboring router.

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

Error Message

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

Explanation An internal error has occurred in the maintenance of the IS-IS backup route table.

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

Error Message

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

Explanation A hardware or software error has occurred.

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

Error Message

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

Explanation A configuration error has occurred.

Recommended Action Correct one of the duplicate IDs.

Error Message

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

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

Recommended Action Check the interface. If the interface is not down and no static neighbor entry exists for that interface, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

Explanation An internal error has occurred in the maintenance of IS-IS or NLSP LSP linkages.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation An internal error has occurred in the IS-IS or NLSP.

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

Error Message

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

Explanation An LSP was received either for IS-IS or NLSP, which failed an internal data checksum, but which passed the data-link checksum. The interface on which the LSP was received is indicated, along with the total count of checksum errors received, the LSP ID, and the level of the failing LSP. Usually this message indicates data corruption occurring on a link but also might indicate data corruption in the memory of a neighboring router.

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

Error Message

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

Explanation An internal error has occurred in the IS-IS or NLSP.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation A hardware or software error has occurred.

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

Error Message

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

Explanation An internal error has occurred in the IS-IS or NLSP.

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

Error Message

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

Explanation An internal error has occurred in the IS-IS or NLSP.

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

Error Message

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

Explanation An internal error has occurred in the IS-IS or NLSP.

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

Error Message

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

Explanation A software or hardware error has occurred.

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

Error Message

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

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

Recommended Action This message is primarily informational and appears normally as routers and links go up or down.

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

%CLNS-3-ONLIST: ISIS: entry already threaded, prev [hex], next [hex], area = [chars], index [dec], ver [dec], lsp area = [chars], lspid [chars], addr [IP_address] [IP_address]

Explanation An internal error has occurred in the IS-IS or NLSP.

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

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

Explanation An internal error has occurred in the IS-IS or NLSP.

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

CLOCKSW Messages

The following are Cisco 6400 network clocking error messages.

Error Message

%CLOCKSW-3-BOGUS_PLIMTYPE: [chars]: bogus plimtype [hex]

Explanation An internal error has occurred in the IDB. This interface can not be selected as a network clocking source.

Recommended Action Select another interface as the network clocking source.

Error Message

%CLOCKSW-3-CLOCK_ALL_FAIL: All selected network clock sources have failed

Explanation All of the configured network clocking sources have failed.

Recommended Action Restore proper operation to one or more of the selected interfaces.

Error Message

%CLOCKSW-3-CLOCK_FAIL: Network clock source [chars], priority [dec], failure

Explanation The specified network clocking source has failed.

Recommended Action Restore proper operation to the selected interface.

Error Message

%CLOCKSW-6-CLOCK_OK: Network clock source [chars], priority [dec], ok

Explanation The specified network clocking source is operational.

Recommended Action No action is required.

Error Message

%CLOCKSW-6-PFQ_PLL_BYPASS: Bypassing FC-PFQ PLL

Explanation The FC-PFQ clock is nonoperational and is being bypassed.

Recommended Action No action is required.

Error Message

%CLOCKSW-6-SWITCH_SOURCES: Switching from [chars] to [chars] at priority level [dec]

Explanation The network clock source has changed from one source to another.

Recommended Action No action is required.

CLS Messages

The following are Cisco link services (CLS) error messages.

Error Message

%CLS-3-BOGUSOP: Unknown CLS verb for [chars] context, DlcOpcodeT=[hex]

Explanation An invalid opcode was generated by the DLC for the STN or CEP.

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

Error Message

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

Explanation A software or hardware error has occurred.

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

Error Message

%CLS-3-CLSMSG: [chars]

Explanation A software error was detected while CLSIMsg objects were being manipulated.

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

CLSDR Messages

The following are Cisco link services (CLS) driver error messages.

Error Message

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

Explanation An error has been returned from CLSI to the DLU because CLSI did not perform the action desired by the DLU.

Recommended Action Refer to the CLSI software documentation for more information about this error. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

Explanation CLSI has returned an incorrect port pointer in the USapID.

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

Error Message

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

Explanation The DLU could not send a correct message to (CLSI) because the message was formed incorrectly. CLSI will not perform the desired action.

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

Error Message

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

Explanation A software or hardware error has occurred.

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

Error Message

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

Explanation Could not start the CLSDRIVER process, possibly because of a resource problem. The subsystem using the CLSDRIVER does not work.

Recommended Action Remove and then restore the DLU in the configuration file and try to reboot the system. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

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

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

Error Message

%CLSDR-3-NOINIT: CLSDRIVER not initialized

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

Recommended Action Remove and then restore the DLU in the configuration file and try to reboot the system. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CLSDR-3-NOPORTCREATE: Cannot create PORT structure

Explanation The CLSDRIVER cannot enable this port for processing.

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

Error Message

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

Explanation The DLU is trying to remove a nonexistent connection endpoint from the internal data structure. This creates a problem in the CEP maintenance logic.

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

Error Message

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

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

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

Error Message

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

Explanation The CLS message type is unknown to the DLU.

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

CM622_CM155 Messages

The following are ATM OC12 and QOC3 line card driver error messages.

Error Message

```
%CM622_CM155-4-ATMCLKINT: ([dec]/[dec]) ATM Clock Internal Set on ([dec]/[dec]) too
```

Explanation CM155 ATM Clock Internal is enabled for the other channel on the same framer, and the framer defines one bit for both channels.

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

Error Message

```
%CM622_CM155-4-FRMROP: Error: ([dec]/[dec]) [chars] (value=[hex])
```

Explanation A line card ATM driver framer operation error has occurred.

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

Error Message

%CM622_CM155-4-FWCKSUM: [chars] SAR firmware selftest failure (expected [hex], obtained [hex])

Explanation A line card ATM SAR firmware checksum error has occurred.

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

Error Message

%CM622_CM155-4-OP: Error: ([dec]/[dec]) [chars]

Explanation A line card ATM driver general operation error has occurred.

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

Error Message

%CM622_CM155-4-RPCMD: [chars] command error: [chars]

Explanation A line card ATM driver handles RP command error has occurred.

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

Error Message

%CM622_CM155-4-RXSARIND: ([dec]/[dec]) RX SAR doing [chars] error: [chars] (indication=[hex] [hex] [hex])

Explanation A line card ATM driver RX SAR indication error has occurred.

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

Error Message

%CM622_CM155-4-SAROP: [chars] SAR doing [chars] error: [chars]

Explanation A line card ATM driver SAR operation error has occurred.

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

Error Message

%CM622_CM155-4-TXSARIND: TX SAR [chars] command error: [chars] (indication=[hex])

Explanation A line card ATM driver TX SAR indication error has occurred.

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

Error Message

%CM622_CM155-4-VCCLOSE: ([dec]/[dec]) VC:[int] is close pending

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

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

Error Message

%CM622_CM155-4-VCCMD: ([dec]/[dec]) VC:[int] [chars] error (cause: [chars])

Explanation A CM622/CM155 ATM SAR VC operation error has occurred.

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

Error Message

%CM622_CM155-4-VCTYPE: ([dec]/[dec]) VC:[int] unsupported vc encapsulation type=[int]

Explanation A CM622/CM155 ATM SAR VC operation error has occurred.

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

CMAPP Messages

The following are Call Manager Application error messages.

Error Message

```
%CMAPP-6-PROCESS_CREATION_FAILED: Cannot create Call Manager Application
process\n
```

Explanation The Call Manager Application process has not been created.

Recommended Action Ensure that enough free memory is available to create the Call Manager Application process. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

CMCC Messages

The following are Cisco Mainframe Channel Connection (CMCC) interfaces error messages.

Error Message

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

Explanation The interface has reported a different interface type than it previously reported. The interface should not report a different interface type unless the CMCC card was removed and replaced with one that has an interface of the reported type.

Recommended Action No action is required.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

Explanation A configuration command was resent, but the receiving queues were still full. Therefore, the command was dropped.

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

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

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

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

Provide this information to your Cisco technical support representative.

Error Message

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

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

Recommended Action Reissue the configuration command.

Error Message

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

Explanation The **channel-protocol** configuration command that was sent after a reset has failed to complete successfully. The channel data transfer rate was reset to the default value.

Recommended Action Reissue the **channel-protocol** configuration command.

Error Message

%CMCC-3-IPCBUFFAIL: Unable to obtain IPC resources

Explanation The IPC service used by the TN3270 Server on the CMCC could not obtain a buffer.

Recommended Action The CMCC will not load properly. Try the **reload** command again. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CMCC-3-IPCDNSFAIL: DNS lookup failed - [chars]

Explanation The IPC service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

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

Error Message

%CMCC-4-IPCDNSNOIPADDR: DNS lookup failed - the DNS server has no entry for hostname [chars]

Explanation The IPC service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

Recommended Action Verify that the DNS server entries are up to date.

Error Message

%CMCC-5-IPCDNSQUERYTIMEDOUT: DNS lookup failed - query to DNS server [IP_address] timed out

Explanation The IPC service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

Recommended Action Check the status of the DNS server.

Error Message

%CMCC-5-IPCDNSSERVERUNREACHABLE: DNS lookup failed - DNS server [IP_address] is unreachable

Explanation The IPC service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

Recommended Action Check for available routes to the DNS servers.

Error Message

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

Explanation The IPC service used by the TN3270 Server on the CMCC has failed to initialize.

Recommended Action The CMCC will not load properly. The router must be reloaded to clear the problem.

Error Message

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

Explanation The IPC service used by the TN3270 Server on the CMCC has received an invalid message.

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

Error Message

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

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

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

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

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

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

Provide this information to your Cisco technical support representative.

Error Message

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

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

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

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

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

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

Provide this information to your Cisco technical support representative.

Error Message

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

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

Recommended Action The configuration command must be reissued.

Error Message

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

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

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

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

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

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

Provide this information to your Cisco technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

CM_DSPRM Messages

The following are Digital Signal Processor Resource Manager (DSPRM) error messages.

Error Message

%CM_DSPRM-1-INTERNALERROR: DSPRM internal error[[chars]:[dec]

Explanation The router or access server has detected an internal error.

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

Error Message

%CM_DSPRM-1-NODSPRMEVENTS: DSPRM event unavailable

Explanation The router or access server could not allocate internal resources.

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

Error Message

%CM_DSPRM-1-NOIOSBUFFERS: IOS buffer pool unavailable [[chars]:[dec]]

Explanation The router or access server could not allocate internal resources.

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

Error Message

%CM_DSPRM-1-NOIOSMEMORY: IOS memory unavailable [[chars]:[dec]]

Explanation The router or access server could not allocate memory for internal data structures.

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

CM_MONITOR Messages

The following are UBR900 Cable Access Router Personal Monitor error messages.

Error Message

%CM_MONITOR-5-DNS_KILL: Terminating DNS process

Explanation A hardware or software error has occurred.

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

Error Message

%CM_MONITOR-5-DNS_RESP: Sending DNS response to [IP_address] (request was for [IP_address])

Explanation A hardware or software error has occurred.

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

Error Message

%CM_MONITOR-5-DNS_START: Starting DNS process

Explanation A hardware or software error has occurred.

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

CNS_AGENT_CFGCHG Messages

The following are CNS Configuration Change Agent error messages.

Error Message

%CNS_AGENT_CFGCHG-3-SRVR_ERROR: CNS Config Change Agent cannot be started

Explanation The CNS Configuration Change Agent cannot be started. There are many possible reasons for this error.

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

Error Message

%CNS_AGENT_CFGCHG-6-TESTAPP: ...CNS Config Change Agent=[dec] Callback ...

Explanation This is an informational message only.

Recommended Action No action is required.

CNSES Messages

The following are CNS Event Service Client error messages.

Error Message

%CNSES-4-NODNS: DNS lookup failed.

Explanation The attempt to look up the IP address of the router through DNS has failed.

Recommended Action Configure DNS on the router or use the **ip host** command.

Error Message

%CNSES-4-NODNS_USEHOST: DNS lookup failed, use Hostname "[chars]" instead.

Explanation The attempt to look up the IP address of the router through DNS has failed.

Recommended Action Configure DNS on the router or use the **ip host** command.

Error Message

%CNSES-3-SOCSELECT: Server socket listener failed: port=[dec] errno=[dec]

Explanation The router was unable to function as a TCP server. There are many possible reasons for this error.

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

Error Message

%CNSES-3-SRVR_ERROR: CNS/AD Event Service Server cannot be started

Explanation The attempt to start the CNS/AD Event Service Server has failed. There are many possible reasons for this error.

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

Error Message

%CNSES-6-TESTAPP: ...Test App app_id=[dec] Callback ...

Explanation The local IP address has been found.

Recommended Action No action is required.

COMP Messages

The following are point-to-point compression error messages.

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

Explanation The router encountered an unexpected packet sequence number. Possible reasons for this error are a dropped packet or a transient line error.

Recommended Action This problem should self-correct. No action is necessary.

Error Message

%COMP-3-COMPERR: [chars]: COMPRESS: (stac error!) status: [dec], size in: [dec], size out: [dec]

Explanation An internal software error has occurred.

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

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

Explanation Interface serial0 compression getbuffer has failed, causing LAPB retransmissions.

Recommended Action Configure additional buffer size.

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

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

Recommended Action Configure both interfaces for predictor compression.

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

Explanation An internal software error has occurred.

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

Error Message

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

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

Recommended Action Configure both interfaces for predictor compression.

Error Message

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

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

Recommended Action Configure both interfaces for predictor compression.

CONTROLLER Messages

The following are controller error messages.

Error Message

%CONTROLLER-5-CALLDROP: Controller [chars], [chars]

Explanation A software or hardware error has occurred.

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

Error Message

%CONTROLLER-2-CRASHED: Interface Processor in slot [dec] not responding ([hex]): shutting it down

Explanation A controller has stopped responding to commands over the CBUS and has been put into shutdown mode.

Recommended Action Reenable the controllers by issuing the **no shutdown** configuration command on all controllers on the card, or hotswap out the bad card and install the new one. You must still manually no shut the controllers.

Error Message

%CONTROLLER-2-FIRMWARE: Controller [chars], [chars]

Explanation A software or hardware error has occurred.

Recommended Action Consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If this does not solve the problem, replace the affected hardware. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CONTROLLER-5-HDLC_INSUFF_RESOURCE: Insufficient HDLC resources to enable channel [dec]

Explanation A limited number of HDLC channels can be allocated for this trunk.

Recommended Action Check the number of HDLC resources supported for this trunk card. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%CONTROLLER-5-LOOPSTATUS: Controller [chars], [chars]

Explanation This message is a configurable controller loopback status message and is informational only.

Recommended Action No action is required.

Error Message

%CONTROLLER-2-NOTFOUND: For controller [chars]

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command to gather data that may help identify 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** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%CONTROLLER-5-REMLoop: Controller [chars], remote loop [chars] [chars]

Explanation A configurable controller has entered remote loopback.

Recommended Action No action is required.

Error Message

%CONTROLLER-5-UPDOWN: Controller [chars], changed state to [chars]

Explanation A configurable controller has changed its state.

Recommended Action No action is required. If the controller changes its state continually, ensure that you are using the appropriate Cisco cables. If line drivers are being used, remove them. Perform loopback tests on the controller to troubleshoot the issue further.

COT Messages

The following are continuity test (COT) error messages.

Error Message

%COT-1-DSP_MEM: [chars]

Explanation No memory was allocated for the COT DSP event queue.

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

Error Message

%COT-1-DSP_Q: [chars]

Explanation A DSP event was not added to the COT DSP event queue.

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

Error Message

%COT-1-INITSYS: [chars]

Explanation A periodic process, chunk pool, COT queue, or DSP queue for COT was not created.

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