

CPAD Messages

The following are compression service adapter (CSA) error messages.

Error Message

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

Explanation An error has occurred in the application that is using the CSA.

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

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

Explanation The CSA driver has failed to initialize at the specified point.

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

Error Message

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

Explanation The CSA driver, in its initialization phase, could not allocate memory for the specified data structure.

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

Error Message

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

Explanation The CSA driver, in its initialization phase, has encountered a communication failure with the CSA in the specified bay.

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

Error Message

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

Explanation An error has occurred during initialization. The CSA is being deactivated.

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

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

Explanation The specified CSA is shutting down. It may have been physically removed.

Recommended Action No action is required.

Error Message

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

Explanation The specified CSA has initialized successfully.

Recommended Action No action is required.

CPM Messages

The following are Combination Port Module (CPM) device driver error messages.

Error Message

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

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

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

Error Message

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

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

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

CRYPTO Messages

The following are encryption error messages.

Error Message

```
%CRYPTO-0-AUDITFAIL: Encryption audit check found the wrong level of encryption in this image
```

Explanation The audit check that verifies encryption entitlement within Cisco IOS images has found either encryption in a nonencryption image or the wrong value within a Cisco IOS encryption image. Use of the encryption image may violate U.S. export laws and regulations.

Recommended Action Contact Cisco to obtain a replacement Cisco IOS encryption image.

Error Message

```
%CRYPTO-4-AUDITWARN: Encryption audit check could not be performed
```

Explanation The audit check verifying encryption entitlement within the Cisco IOS image could not be performed because of an incomplete system configuration.

Recommended Action Manually verify that this Cisco IOS image is entitled to contain encryption.

Error Message

```
%CRYPTO-3-BADFP: Certificate fingerprint mismatch for certificate - certificate not accepted
```

Explanation The fingerprint of a certificate received from a CA did not match a fingerprint saved in NVRAM. The certificate may not be valid.

Recommended Action Contact the CA administrator to compare the certificate fingerprint manually.

Error Message

```
%CRYPTO-3-BADMAGIC: Bad [chars] magic number ([hex]).
```

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

```
%CRYPTO-3-CERTCHECK: Certificates with invalid status have been detected!!!
```

Explanation After the system checked the certificates saved in the memory with the CRL, it detected invalid certificates.

Recommended Action Check the certificate status and contact the CA administrator. Certificate enrollment may be required.

Error Message

%CRYPTO-6-CERTFAIL: Certificate enrollment failed.

Explanation The certificate enrollment has encountered a fatal error.

Recommended Action Contact the CA administrator.

Error Message

%CRYPTO-6-CERT_FATAL_ERR: [chars]

Explanation The certificate enrollment has encountered a fatal error and will abort.

Recommended Action Contact the CA administrator.

Error Message

%CRYPTO-6-CERTPENDING: Enter manual authentication ...

Explanation The request is waiting for approval by the CA administrator.

Recommended Action If the request remains pending for an unacceptably long time, contact the CA administrator.

Error Message

%CRYPTO-6-CERTREJECT: Certificate enrollment request was rejected by Certificate Authority

Explanation The previously sent certificate enrollment request has been received by the CA. The CA has rejected the enrollment request.

Recommended Action Contact the CA administrator.

Error Message

%CRYPTO-6-CERTRET: Certificate received from Certificate Authority

Explanation The previously sent certificate enrollment request has been received by the CA. The CA has issued the certificate and sent back a copy.

Recommended Action No action is required.

Error Message

%CRYPTO-3-CERTRETFAIL: Certificate enrollment failed.

Explanation The certificate enrollment transaction has failed because of an internal error.

Recommended Action Contact a CE administrator.

Error Message

%CRYPTO-6-CET_END_OF_LIFE: CRYPTO: CET connection msg in an IPSEC_ONLY_IMAGE

Explanation The CET message has been rendered obsolete.

Recommended Action Reconfigure the peer to use IPSec.

Error Message

%CRYPTO-6-ENROLL_CANCEL: Certificate enrollment is cancelled.

Explanation The current certificate enrollment has been canceled.

Recommended Action This message occurs as a response to the **no crypto ca enroll** or **no crypto ca trust-point** commands. If this was a manually initiated enrollment, use the **crypto ca enroll** command to reenter the enrollment process at a later time. Entering the **no crypto ca enroll** command to cancel an enrollment session does not turn off automatic enrollment if it was on. The router does not need to be restarted.

Error Message

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

Explanation The CA certificate was not found in memory.

Recommended Action Check the status of the certificate and contact the CA administrator.

Error Message

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

Explanation CA or RA certificates could not be parsed or processed.

Recommended Action Check the status of the certificate, and contact the CA administrator.

Error Message

%CRYPTO-6-GETCERTINITIAL: Certificate enrollment failed in manual mode

Explanation The current certificate enrollment has failed in manual mode.

Recommended Action Contact the CA administrator.

Error Message

%CRYPTO-3-GETCRL: Query the Certificate Revocation List from CA failed.

Explanation The attempt to query the CRL from the CA server has failed for one of several possible reasons.

Recommended Action Contact the CA administrator.

Error Message

%CRYPTO-3-HTTPSEND: Failed to send out message to CA server.

Explanation A failure to send out a message to the CA server was caused by an HTTP transaction.

Recommended Action Check the HTTP connection to the CA server.

Error Message

%CRYPTO-3-IKEINIT: [chars]

Explanation An IKE initialization 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

%CRYPTO-6-IKE_TED_BAD_REPLY: Received TED reply that did not correspond to a TED probe

Explanation The received TED reply does not match the TED probe that is currently outstanding. This error might be a one-time occurrence caused by a delay of the TED reply or by ill-formed packets that were sent by the peer. Ill-formed packets sent by the peer may indicate a hostile event.

Recommended Action If the problem occurs more than once, contact the administrator of the peer.

Error Message

%CRYPTO-6-IKMP_ADD_KEY_FAIL: Unable to add public key for [chars] ([IP_address]) to key ring

Explanation Keys are stored in key rings on the router. An attempt to add another key has failed.

Recommended Action Check local key rings.

Error Message

%CRYPTO-6-IKMP_AUTH_FAIL: Authentication method [dec] failed with host [IP_address]

Explanation The IKE process was unable to authenticate its security association with its remote peer.

Recommended Action Contact the administrator of the remote peer.

Error Message

%CRYPTO-6-IKMP_BAD_CERT_USE: Certificate for peer at [IP_address] prohibits attempted use ([chars]).

Explanation X.509v3 certificates can contain usage restrictions that limit the use of the certificate for signatures or for key exchange (encryption). The peer attempted to use the certificate in a manner that violated these usage restrictions.

Recommended Action Contact the remote peer and the CA of the remote peer.

Error Message

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

Explanation The DOI field in notify messages gives the receiver a context in which to understand the message being notified. This DOI value is not understood, and therefore the message cannot be understood.

Recommended Action If this situation persists, contact the remote peer.

Error Message

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

Explanation The DOI field of an SA offer defines how to parse the fields. The SAs that have an unknown DOI cannot be parsed.

Recommended Action If this situation persists, contact the administrator of the remote peer.

Error Message

%CRYPTO-4-IKMP_BAD_MESSAGE: IKE message from [IP_address] failed its sanity check or is malformed

Explanation A quick verification check is done on all received ISAKMP messages to ensure that all component payload types are valid and that the sum of their individual lengths equals the total length of the received message. This message indicates a failed verification check. Persistently bad messages could mean a denial-of-service attack or bad decryption.

Recommended Action Contact the administrator of the remote peer.

Error Message

%CRYPTO-6-IKMP_CRYPT_FAILURE: IKE (connection id [dec]) unable to [chars] packet

Explanation Encryption or decryption on a particular IKE thread has failed.

Recommended Action Contact the administrator of the remote peer.

Error Message

%CRYPTO-5-IKMP_INVALID_CERT: Certificate received from [IP_address] is bad: [chars]

Explanation The certificate given by the remote peer either has been revoked or has expired (the certificate is invalid) or the signature check on the certificate has failed (invalid signature).

Recommended Action Contact the CA of the remote peer. The CA certificate may be invalid.

Error Message

%CRYPTO-6-IKMP_MODE_FAILURE: Processing of [chars] mode failed with peer at [IP_address]

Explanation Negotiation with the remote peer has failed.

Recommended Action If this situation persists, contact the remote peer.

Error Message

%CRYPTO-6-IKMP_NO_ID_CERT_ADDR_MATCH: ID of [IP_address] (type [dec]) and certificate addr with [IP_address]

Explanation ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information taken from the IP address of the peer certificate.

Recommended Action If this situation persists, contact the remote peer.

Error Message

%CRYPTO-6-IKMP_NO_ID_CERT_DN_MATCH: ID of [chars] (type [dec]) and certificate DN with [chars]

Explanation ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information taken from the name on the peer certificate.

Recommended Action If this situation persists, contact the remote peer.

Error Message

%CRYPTO-6-IKMP_NO_ID_CERT_FQDN_MATCH: ID of [chars] (type [dec]) and certificate fqdn with [chars]

Explanation ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information taken from the FQDN of the peer certificate.

Recommended Action If this situation persists, contact the remote peer.

Error Message

%CRYPTO-6-IKMP_NO_ID_CERT_USER_FQDN_MATCH: ID of [chars] (type [dec]) and certificate user fqdn with [chars]

Explanation ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information taken from the FQDN of the peer certificate.

Recommended Action If this situation persists, contact the remote peer.

Error Message

%CRYPTO-4-IKMP_NO_SA: IKE message from [IP_address] has no SA and is not an initialization offer

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

Recommended Action Contact the remote peer and the administrator of the remote peer.

Error Message

%CRYPTO-6-IKMP_NOT_ENCRYPTED: IKE packet from [IP_address] was not encrypted and it should've been.

Explanation A portion of the IKE is unencrypted, and a portion is encrypted. This message should have been encrypted but was not.

Recommended Action Contact the remote peer.

Error Message

%CRYPTO-3-IKMP_PEER_INIT_FAILURE: IKE failed to create IKE peer tree.

Explanation IKE has failed to allocate memory for the IKE peer tree.

Recommended Action More DRAM may be required in order to run the image.

Error Message

%CRYPTO-4-IKMP_PKT_OVERFLOW: ISAKMP message from [IP_address] larger ([dec]) than the UDP packet length ([dec])

Explanation ISAKMP messages are carried in UDP packets and have their own message length field. The message length field of this message was greater than the length of the UDP packet. This situation could indicate a denial-of-service attack.

Recommended Action Contact the remote peer and the administrator of the remote peer.

Error Message

%CRYPTO-6-IKMP_SA_NOT_AUTH: Cannot accept Quick Mode exchange from [IP_address] if SA is not authenticated!

Explanation Although the IKE security association with the remote peer was not authenticated, the peer attempted to begin a Quick Mode exchange. This exchange can be performed only with an authenticated security association.

Recommended Action Contact the remote peer.

Error Message

%CRYPTO-6-IKMP_SA_NOT_OFFERED: Remote peer [IP_address] responded with attribute [chars] not offered or changed

Explanation IKE peers negotiate policy by having the initiator offer a list of possible protection suites. The responder has returned a type of protection suite that the initiator did not offer.

Recommended Action Contact the remote peer.

Error Message

%CRYPTO-6-IKMP_UNK_EXCHANGE: IKE peer at [IP_address] sent a message with unknown exchange [dec]

Explanation IKE performs actions on messages based on defined exchanges. The message that was received had an unknown exchange.

Recommended Action Contact the administrator of the remote peer.

Error Message

%CRYPTO-3-INVALIDCACERT: Failed to process CA certificate.

Explanation The CA certificate received from the CA server could not be processed.

Recommended Action Use the **parser** command and try again to process the certificate.

Error Message

%CRYPTO-3-INVALID_INPUT: The input to the parser command is not correct

Explanation An internal software error has occurred.

Recommended Action Reload the router, and reenter the command. File a bug report; to do so, 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

%CRYPTO-6-ISAKMP_MANUAL_DELETE: IKE SA manually deleted. Do 'clear crypto sa peer [IP_address]' to manually clear IPsec SA's covered by this IKE SA.

Explanation The IKE SA was deleted by user command. However, keepalives for this connection are enabled, and IPsec SAs covered by this IKE SA still exist. Because this IKE SA is now deleted, these IPsec SAs have no IKE SA covering them.

Recommended Action Use the **parser** command to manually delete these IPsec SAs.

Error Message

%CRYPTO-3-PKIINPUT: Wait response from server

Explanation The PKI client is waiting for the response from the server.

Recommended Action No action is required.

Error Message

%CRYPTO-4-PKT_REPLAY_ERR: [chars] connection id=[dec]

Explanation The replay processing has failed. The failed replay processing may be a temporary condition caused by the wait for new SAs to be established. In the inbound case, this error may also be caused by an actual replay attack. This activity may be considered a hostile event.

Recommended Action If the problem appears to be more than a transient one, contact the peer administrator.

Error Message

%CRYPTO-3-POLLCACERT: Polling CA certificate

Explanation The system is polling the CA certificate.

Recommended Action Check if the CA or LDAP server is online.

Error Message

%CRYPTO-3-POLLING: Polling for certificate response...

Explanation GetCertInitial is polling for a certificate response.

Recommended Action Wait for the server response or cancel the polling.

Error Message

%CRYPTO-3-POLLRACERT: Polling RA certificate

Explanation Polling for an RA certificate.

Recommended Action Check if the CA or IDAP server is online.

Error Message

%CRYPTO-3-POLLROUTERCERT: Polling Router certificate

Explanation Polling for a router certificate.

Recommended Action Check if the CA or IDAP server is online.

Error Message

%CRYPTO-6-PRINTABORT: [chars] caused early termination of show output[chars]

Explanation While a list was being shown, the list or the elements changed. The list or the elements can change if the SAs were renegotiated at the time that the **show** command was paused, or if a user reconfigured or cleared the SAs. This change is not an error but rather a side effect of a dynamic system.

Recommended Action In general, this message is a warning that the output from the **show** command is probably incomplete. Reentering the **show** command should provide the newest information. On a busy system, with SAs that change often, this message may appear frequently.

Error Message

%CRYPTO-3-QUERYCACERT: Failed to query CA certificate.

Explanation A query against the CA certificate from the CA server has failed.

Recommended Action Enter the **parser** command to verify the CA trusted-root or identity configuration. Ensure that the appropriate server, either the CA or LDAP server, is reachable and that the server is properly configured to respond to the query from the router.

Error Message

%CRYPTO-3-QUERY_KEY: Querying key pair failed.

Explanation An attempt to query the public key and private key using the subject name has failed.

Recommended Action Check the subject name, and resubmit the enrollment request.

Error Message

%CRYPTO-3-QUERYCACERT: Failed to query RA certificate.

Explanation A failure to get RA certificates has occurred.

Recommended Action Check if the CA or IDAP server is online.

Error Message

%CRYPTO-3-QUERYROUTERCERT: Failed to query router certificate.

Explanation A query against the router certificate has failed.

Recommended Action Check if the CA or IDAP server is online.

Error Message

%CRYPTO-6-RANDOM: A pseudo-random number was generated twice in succession

Explanation A pseudorandom number generator produced the same number twice in succession.

Recommended Action Under normal circumstances, it is not a problem if a pseudorandom number generator occasionally produces the same number twice in succession. If this message occurs frequently, manually reload the system. If the message is persistent across reloads, 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

%CRYPTO-4-RECV_PKT_FAIL_DECOMPRESS: pcp: [dec] byte packet failed to decompresspcp: dest_addr=[IP_address], src_addr=[IP_address]

Explanation The received IPPCP packet failed to decompress because of a decompression buffer 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

%CRYPTO-4-RECV_PKT_INV_IDENTITY: [chars] (ip) dest_addr= [IP_address], src_addr= [IP_address], prot= [dec] (ident) local=[IP_address], remote=[IP_address] local proxy=[IP_address]/[IP_address]/[dec]/[dec], remote_proxy=[IP_address]/[IP_address]/[dec]/[dec]

Explanation A decapsulated IPSec packet does not match the negotiated identity. An SA selection error is causing the peer to send other traffic through this SA. This activity could be considered a hostile event.

Recommended Action Contact the peer administrator to compare policy settings.

Error Message

%CRYPTO-4-RECV_PKT_INV_IDENTITY_ACL: ipsec check access: identity not allowed by ACL (ip) dest_addr= [IP_address], src_addr= [IP_address], prot= [dec]

Explanation A decapsulated packet has failed the ACL check. The peer is sending other traffic through this SA. The activity may be caused by an SA selection error by the peer and could be considered a hostile event.

Recommended Action Contact the peer administrator to compare policy settings.

Error Message

```
%CRYPTO-4-RECVD_PKT_INV_PROT: decapsulate: packet missing [chars],  
destadr=[IP_address], actual prot=[dec]
```

Explanation A received IPsec packet was missing an expected AH or ESP header. The peer is sending packets that do not match the negotiated security policy. This activity could be considered a hostile event.

Recommended Action Contact the peer administrator.

Error Message

```
%CRYPTO-4-RECVD_PKT_INV_SPI: decaps: rec'd IPSEC packet has invalid spi for  
destaddr=[IP_address], prot=[dec], spi=[hex]([dec])
```

Explanation A received IPsec packet specifies an SPI that does not exist in SADB. This may be a temporary condition because of slight differences in the aging of SAs between the IPsec peers or because the local SAs have been cleared. It may also be caused by invalid packets sent by the IPsec peer. This activity could be considered a hostile event.

Recommended Action If the local SAs have been cleared, the peer may not know. In this case, if a new connection is established from the local router, the two peers may reestablish successfully. If the problem occurs for more than a brief period, either attempt to establish a new connection or contact the peer administrator.

Error Message

```
%CRYPTO-4-RECVD_PKT_MAC_ERR: decrypt: mac verify failed for connection id=[dec]
```

Explanation The MAC verify processing failed. This may be caused by the use of the wrong key by either party during the MAC calculations. This activity could be considered a hostile event.

Recommended Action Contact the peer administrator.

Error Message

```
%CRYPTO-4-RECVD_PKT_MSG_LEN_ERR: decapsulate: packet has bad [chars] length  
destadr=[IP_address], prot=[dec], len=[dec]
```

Explanation The received IPsec packet is malformed, possibly because of an encapsulation error. The peer is sending malformed packets. This activity could be considered a hostile event.

Recommended Action Contact the peer administrator.

Error Message

%CRYPTO-4-RECVD_PKT_NO_CPI: pcp: wrong CPI, [hex], in packet from [IP_address]

Explanation The received IPPCP packet had an improper CPI. This may be caused by the use of an old IPPCP security association.

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

%CRYPTO-4-RECVD_PKT_NOT_IPSEC: Rec'd packet not an IPSEC packet.
(ip) dest_addr= [IP_address], src_addr= [IP_address], prot= [dec]

Explanation The received packet matches the crypto map ACL, but the packet is not encapsulated by the IPsec. The IPsec peer is sending unencapsulated packets. There may simply be a policy setup error on the peer. This activity could be considered a hostile event.

Recommended Action Contact the peer administrator to compare policy settings.

Error Message

%CRYPTO-3-REQCERT: Certificate enrollment message send out ...

Explanation The certificate enrollment message is being sent.

Recommended Action No action is required.

Error Message

%CRYPTO-0-SELF_TEST_FAILURE: Encryption self-test failed ([chars])

Explanation One of the encryption self-tests has failed. The encryption engine is not operable in this state.

Recommended Action If the failure persists, contact a Cisco technical support representative to obtain a replacement Cisco IOS image.

Error Message

%CRYPTO-3-SOCKETSELECT: Failed to select the socket.

Explanation A socket selection has caused a failure.

Recommended Action Check the TCP or socket debugging message.

Error Message

%CRYPTO-3-SOCKETSEND: Failed to send out message to CA server.

Explanation An HTTP transaction has caused a failure.

Recommended Action Check the HTTP connection to the CA server.

CSM Messages

The following are call switching module (CSM) error messages.

Error Message

%CSM-5-CAS_IPC_QUEUED: CAS mbox at [hex] in use - message has been [chars].

Explanation A CAS IPC message has been queued because the mailbox is in use.

Recommended Action This is a notification message. If the modems are not functional or this message appears frequently, 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

%CSM-1-CAS_MSG_DEPLETED: An error was encountered in enqueueing a CAS message - [chars].

Explanation The modem may no longer be operational because the amount of memory available in the router may not be sufficient.

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

%CSM-1-CSM_BAD_EVENT: [chars]: [dec]/[dec] received invalid event [dec]

Explanation An invalid operation has been detected by the 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

%CSM-1-CSM_MODEM_BAD: Modem [dec]/[dec] has been marked as bad by the router software.

Explanation The modem is no longer operational because of a run-time error.

Recommended Action The modem may become operational after the router is reset. If not, 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

%CSM-1-CSM_STRING_OVERRUN: String copy exceeded buffer size

Explanation The string written into the allocated buffer exceeded the size of the buffer. This error can cause memory corruption.

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

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

Explanation An invalid operation has been detected by the 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

%CSM-1-HWIDB_SUBBLOCK: [chars]: hwidb subblock for b channel [dec] is in use

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

%CSM-1-HWREV: The T1 or E1 network module is incompatible with the digital modems:
[chars]

Explanation The T1 or E1 network module cannot be used with digital modems.

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

Error Message

%CSM-1-INITPORT: [chars] at slot [dec], port [dec]

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

Recommended Action Try resetting the port or power-cycling the system. If the error 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

%CSM-1-INITSYS: [chars]

Explanation The modem signaling module failed initialization.

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

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

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

Recommended Action No action is required.

Error Message

%CSM-1-MODEM_INFO: [chars]: modem_info is NULL

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

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

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

Recommended Action No action is required.

Error Message

%CSM-1-QUEUE_ERROR: An error was encountered in enqueueing a [chars] ([dec]) for slot/port [dec]/[dec].

Explanation The modem may no longer be operational. The amount of memory available in the router may not be sufficient.

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

%CSM-1-RBS: [chars] at slot [dec], controller [dec], timeslot [dec]

Explanation An internal software error has occurred. An attempt was made to add a nonexistent CAS signaling interface.

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

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

Explanation An invalid operation was detected by the 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.

CSM_VOICE Messages

The following are call switching mode (CSM) voice subsystem error messages.

Error Message

%CSM_VOICE-3-ADDINTRFFAIL: The Voice Telephony Service Provider has rejected our request to add this voice interface ([dec]/[dec]:[dec])

Explanation The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider.

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

%CSM_VOICE-3-MALLOC: No memory is available to build any internal data structure for the voice software.

Explanation The voice software was unable allocate memory to build any internal data structures. The system may be out of memory.

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

%CSM_VOICE-3-NOMEM: No memory is available to build the voice interface ([dec]:[dec])

Explanation The voice software was unable allocate memory to build a voice interface data structure. The system may be out of memory.

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

%CSM_VOICE-3-NOSDB: No signaling data block is available to build the voice interface([dec]/[dec]:[dec])

Explanation The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider because the system may be out of memory.

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

```
%CSM_VOICE-3-NOTDMCHNL: CSM failed to get a free dsp tdm channel from the DSP Resource Manager (DSPRM) to handle an incoming call
```

Explanation The voice software was unable to obtain the TDM channel for a free DSP from the DSP resource manager. All of the DSPs have been used to process calls or have been taken out of service.

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

```
%CSM_VOICE-3-UNDEFDSX0: Undefined dsx0 interface for controller([dec]/[dec])
```

Explanation The dsx0 interface for the specified controller is not defined, but the voice software has used the interface. An internal software fault has occurred.

Recommended Action Contact your field service representative if this message is coincident with dropped calls.

Error Message

```
%CSM_VOICE-3-UNDEFVOICEINTRF: Invalid interface slot:controller:group([dec]/[dec]:[dec])
```

Explanation The voice interface defined by slot:controller:group is not yet defined within the voice software, but attempts were made to use this interface. An internal software fault has occurred.

Recommended Action Contact your field service representative if this message is coincident with dropped calls.

CT3 Messages

The following are channelized T3 (CT3) port adapter error messages.

Error Message

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

Explanation An unexpected message has been received from the CT3 firmware.

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

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

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

Recommended Action Replace the CT3 port adapter.

Error Message

%CT3-2-CT3FWCRASHED: CT3 F/W crashed in bay [dec]: [hex] - reset

Explanation The CT3 firmware does not update the software watchdog.

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

Error Message

%CT3-2-CT3FWCRASHEDINFO: [hex] [hex] [hex] [hex]

Explanation This error message contains CT3 firmware failure information.

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

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

Explanation An invalid Tx accumulator was 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

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

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

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

Error Message

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

Explanation The firmware download into the CT3 port adapter 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

%CT3-3-ERROR: [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, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

Explanation Initialization of the CT3 firmware has 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

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

Explanation Initialization of the CT3 firmware has 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

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

Explanation An expected message was not sent to the RSP.

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

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

Explanation An expected message was not received from CT3 firmware.

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

Error Message

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

Explanation The specified message was not sent to the CT3 firmware.

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

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

Explanation The specified message was not sent to the CT3 firmware.

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

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

Explanation An expected port-related message was not sent to the CT3 firmware.

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

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

Explanation The HDLC controller was not detected on the CT3.

Recommended Action Replace the CT3 port adapter.

Error Message

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

Explanation The PLX 9060 was not detected on the CT3.

Recommended Action Replace the CT3 port adapter.

Error Message

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

Explanation An error has been detected on the communication path between the VIP and the CT3 hardware.

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

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

Explanation The virtual channel encapsulation has been corrupted.

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

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

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

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

Error Message

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

Explanation The restart has failed to reset the interface.

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

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

Explanation The restart has failed to enable the interface.

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

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

Explanation The shutdown has failed to disable the interface.

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

%CT3-1-UNSUPPORTED: [chars]

Explanation A CT3 port adapter with a revision earlier than Revision 3 has been detected. This port adapter predates the router platform in which it has been installed. The combination is not supported.

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

CTRC Messages

The following are Cisco Transaction Connection (CTRC) error messages.

Error Message

%CTRC-3-APPCERROR: [chars]

Explanation An APPC error has occurred. CTRC uses APPC API calls to SNASw to communicate with the remote database server.

Recommended Action This error usually indicates a problem in the SNA network. Try the **ctrc ping** command to test connectivity to the remote database server. If the **ctrc ping** command fails, check the status of the SNA link to the remote database server using the **show snasw link** command. If the link is active, try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. If the message recurs, copy the 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. If possible, also provide the output of the **debug ctrc appc** command and an SNA line trace between the router and the remote database server for the period during which this message appeared.

Error Message

%CTRC-3-APPCVERB: Unexpected APPC error: opcode [hex], primary code [hex], secondary code [hex]

Explanation An unexpected APPC error has occurred. The CTRC uses APPC API calls to SNASw to communicate with the remote database server. The opcode identifies the APPC API call that received the error. Primary and secondary return codes are returned by the APPC API.

Recommended Action This error usually indicates a problem in the SNA network. Try the **ctrc ping** command to test connectivity to the remote database server. If the **ctrc ping** command fails, check the status of the SNA link to the remote database server using the **show snasw link** command. If the link is active, try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. If the message recurs, copy the 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. If possible, also provide the output of the **debug ctrc appc** command and an SNA line trace between the router and the remote database server for the period during which this message appeared.

Error Message

%CTRC-4-APPCWARN: [chars]

Explanation An APPC error has occurred. The CTRC uses APPC API calls to SNASw to communicate with the remote database server.

Recommended Action This error usually indicates a temporary problem in the SNA network. Try the **ctrc ping** command to test connectivity to the remote database server. If the **ctrc ping** command fails, check the status of the SNA link to the remote database server using the **show snasw link** command. If the link is active, try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. If the message recurs, copy the 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. If possible, also provide the output of the **debug ctrc appc** command and an SNA line trace between the router and the remote database server for the period during which this message appeared.

Error Message

%CTRC-3-NOBUFFS: No buffers available to [chars]

Explanation The CTRC attempted to allocate a buffer while performing the operation described in the message text. The buffer pool does not contain enough items to satisfy the allocation request.

Recommended Action This problem most commonly occurs whenever a public buffer pool runs out of elements. To determine which pool has run out of buffers, use the **show buffers** command. To adjust the pool size, use the **buffers configuration** command.

Error Message

%CTRC-3-SNASWNOTSTARTED: SNASW is not started -- unable to connect to remote database.

Explanation A client has connected to a CTRC server, but the CTRC was unable to connect out to the remote database because SNASw has not been started. The CTRC uses SNASw to connect to the remote database server. You must start SNASW before CTRC clients attempt to connect.

Recommended Action Start SNASw, and retry the client connection.

Error Message

%CTRC-3-SNASWSTOPPED: SNASW was stopped -- existing connections have been closed.

Explanation SNASw was stopped while CTRC connections were open. Stopping SNASw caused all open SNA network connections to the remote database server to be lost. As a result, all client connections were disconnected. You should not stop SNASw while there are open CTRC connections.

Recommended Action Restart SNASw. Disconnected clients must reconnect.

CWAN_ATM Messages

The following are Constellation WAN ATM error messages.

Error Message

%CWAN_ATM-3-BADMAC: Broadcast MAC on [chars] subnet

Explanation A packet with an unexpected MAC address from the backplane 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

%CWAN_ATM-3-MCAST_VC_ERR: Multiple IP Multicast addrs assigned to VC [hex]

Explanation An attempt was made to use a multicast MPT virtual circuit that was already in use and had been assigned to another multicast group.

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

%CWAN_ATM-3-NONDATAVC: Ethernet data frame received on non-data VC

Explanation A data packet for a control virtual circuit has been received from the backplane.

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.

CWANLC Messages

The following are Constellation WAN line card error messages.

Error Message

%CWANLC-4-BUSSTALL: Constellation BUS Stall detected

Explanation A stall has been detected on the Constellation bus. The stall may have been caused by some OIR activity on the bus.

Recommended Action No action is required.

Error Message

%CWANLC-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The line card has failed to allocate a buffer for communication with the MSFC Route Processor.

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

%CWANLC-3-IPCPORTFAIL: Failed to open IPC port '[chars]' [chars]

Explanation The line card has failed to open a port for communication with the MSFC Route Processor.

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

%CWANLC-3-IPCSENFFAIL: Failed to send IPC message [chars]

Explanation The line card has failed to send a message to the MSFC Route Processor.

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

%CWANLC-4-LOGMSGTOOBIG: Logger message length exceeds max, [int] bytes

Explanation The line card has attempted to send a message that exceeded the maximum allowed length to the MSFC Route Processor.

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

%CWANLC-3-LONGSTALL: Long bus stall ([int] ms), check for improperly seated cards

Explanation A stall has been detected, and the backplane stall was longer than expected.

Recommended Action Ensure that all cards are firmly seated. A recurring problem may indicate a hardware failure.

Error Message

%CWANLC-2-PCIERROR: Fatal PCI Error [chars] seen on PCI Bus [dec]

Explanation A fatal PCI error has been detected on the PCI bus. This PCI error is probably caused by a hardware problem.

Recommended Action 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.

CWANLC_ATM Messages

The following are Constellation WAN ATM route processor driver error messages.

Error Message

```
%CWANLC_ATM-3-CMDERR: ([dec]/[dec]) Interface ([chars]): [chars] IPC command fails (cause: [hex])
```

Explanation The ATM RP driver has experienced an IPC command 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

```
%CWANLC_ATM-3-EVENT: ([dec]/[dec]) Interface ([chars]): unknown IPC event ([int]) from linecard
```

Explanation The ATM RP driver has received an unknown event from the line card.

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

```
%CWANLC_ATM-4-HIRATE: ([dec]/[dec]) Interface ([chars]): SAR limits VBR VC PCR to [dec] kbps, opening UBR VC instead
```

Explanation The SAR limits the VBR VC PCR to one-half the bandwidth of the link.

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

```
%CWANLC_ATM-3-INIT: ATM driver ([int]/[int]) initialization [chars].
```

Explanation The ATM RP driver has experienced a software initialization 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

```
%CWANLC_ATM-4-UNSUP: ([dec]/[dec]) Interface ([chars]): unsupported feature:
[chars]
```

Explanation The specified feature is not supported by the ATM RP.

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

```
%CWANLC_ATM-3-VCENCTYPE: ([dec]/[dec]) VC:[int] unknown VC encapsulation type
([int])
```

Explanation The ATM RP driver has experienced an unknown VC encapsulation software 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.

CWAN_RP Messages

The following are Constellation WAN ATM route processor driver error messages.

Error Message

```
%CWAN_RP-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]
```

Explanation A line card has forwarded a message that the Draco software could not process.

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

```
%CWAN_RP-3-BOOTFAIL: The CWAN-LC in slot [int]/[int] failed to boot
```

Explanation The line card that was booting either has reset or has failed.

Recommended Action If the 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

%CWAN_RP-6-CARDRELOAD: Card reloaded on slot [int]/[int]

Explanation A Find Master SCP message has been recovered on the RP. The line card was either inserted or reset from the NMP. The inserted interface will be shut down until it is configured by the user or, if an interface of the same type was previously configured, it will be restored to its previous state.

Recommended Action No action is required.

Error Message

%CWAN_RP-3-ERROR: [chars]

Explanation This message provides information about the specified software 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

%CWAN_RP-3-FOREVER: cmd [int] to [chars] (slot [int]/[int]) took [int] usecs, done [hex]

Explanation A CCB command from Draco to a line card took longer than expected.

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

%CWAN_RP-3-HV_ALLOCFAIL: Draco failed to allocate a VLAN for a WAN interface, status=[int]

Explanation The NMP has returned a failure for the VLAN allocation request.

Recommended Action If the error 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

%CWAN_RP-6-IMAGE_UPGRADE: Bootflash image upgrade [chars] for slot [int]/[int][chars]

Explanation The bootflash image on the CWAN line card has been automatically upgraded.

Recommended Action No action is required.

Error Message

%CWAN_RP-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The Draco software has failed to allocate a buffer for communication with a line card.

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

%CWAN_RP-3-IPCPORTFAIL: Failed to open IPC port '[chars]' [chars]

Explanation The Draco software has failed to open a port for communication with a line card.

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

%CWAN_RP-3-IPCSENDERFAIL: Failed to send IPC message [chars]

Explanation The Draco software has failed to send a message to a line card.

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

%CWAN_RP-3-KEEPFAIL: The CWAN-LC in slot [int]/[int] is not responding to keepalives

Explanation The line card either has been reset or has failed.

Recommended Action If the error 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

%CWAN_RP-3-LC_CRASHINFO: The CWAN_LC in slot [int]/[int] copied [chars] on to RP bootflash

Explanation The line card has failed.

Recommended Action If the error 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

%CWAN_RP-3-LCLOG_BADSEV: Linecard [int]/[int] invalid message severity [int]

Explanation The line card has forwarded a logger message that has an invalid severity code. The MSFC Route Processor cannot process the message.

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

%CWAN_RP-4-LCLOG_TOOLONG: Linecard [int]/[int] message too long, [int] bytes

Explanation The line card has forwarded a logger message that is too long for the MSFC Route Processor to process.

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

%CWAN_RP-6-LC_PRESENT: [chars] in slot [int]

Explanation A CWAN line card has been detected by the hardware.

Recommended Action No action is required.

Error Message

%CWAN_RP-6-QUIESCE_FAIL: Quiesce failed for slot [int]/[int]

Explanation The Draco software has failed to contact the CWAN line card during the specified failover, and the line card will be reset.

Recommended Action No action is required.

Error Message

%CWAN_RP-3-RESET_FAIL: The CWAN-LC in slot [int] failed even after several resets

Explanation The line card has 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

`%CWAN_RP-3-SCPALLOCFAIL: Failed to allocate SCP packet [chars]`

Explanation The Draco software has failed to allocate a packet for communication with other slots in the chassis.

Recommended Action If the error 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.

CWPA Messages

The following are Route Processor for Constellation Supervisor router module error messages.

Error Message

`%CWPA-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]`

Explanation The MSFC Route Processor has forwarded a message that the software could not process.

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

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

Explanation The MSFC Route Processor has forwarded a command that the software could not process.

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

`%CWPA-3-BADMALUCMD2: CWPA([int]): Unsupported MALU cmd/arg0=[hex][hex], arg1arg2=[hex][hex], pascb=[hex]`

Explanation The MSFC Route Processor has forwarded a command that the software could not process.

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

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

Explanation The MSFC Route Processor has forwarded a command that the software could not process.

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

%CWPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The line card has failed to allocate a buffer for communication with the MSFC Route Processor.

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

%CWPA-3-IPCSENDFAIL: Failed to send IPC message [chars]

Explanation The line card has failed to send a message to the MSFC Route Processor.

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

%CWPA-3-LVLTRTOOBIG: Loveletter length exceeds max, [int] bytes

Explanation The line card has attempted to send a message that exceeded the maximum allowed length to the MSFC Route Processor.

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

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

Explanation No command dispatch vector has been found for the specified interface.

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.

CWTLC Messages

The following are Constellation Supervisor router module line card error messages.

Error Message

`%CWTLC-3-BAD_IFCOMTYPE: Bad ifcom message type=[int]`

Explanation The MSFC Route Processor has forwarded a message that the software could not process.

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

`%CWTLC-3-BADINT: Attempted to access HWIDB for port [int]`

Explanation The line card has attempted to access an HWIDB value that is associated with a port that 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

`%CWTLC-3-BADINTCREATE: Attempted to install HWIDB for port [int]`

Explanation The line card has failed to install an HWIDB value because the associated port number was out of range.

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

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

Explanation The MSFC Route Processor has forwarded a command that the software could not process.

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

%CWTLIC-3-BADMALUCMD2: Unsupported MALU cmd/arg0=[hex] [hex], arg1arg2=[hex] [hex], hwidb=[chars]

Explanation The MSFC Route Processor has forwarded a command that the software could not process.

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

%CWTLIC-3-CMDNOINT: HWIDB Null for command [dec], arg=[hex]

Explanation The MSFC Route Processor has forwarded a command that the software could not process.

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

%CWTLIC-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

Explanation The line card has failed to allocate a buffer for communication with the MSFC Route Processor.

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

%CWTLIC-3-IPCSENDFAIL: Failed to send IPC message [chars]

Explanation The line card has failed to send a message to the MSFC Route Processor.

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

%CWTLIC-3-LVLTRTOOBIG: Loveletter length exceeds max, [int] bytes

Explanation The line card has attempted to send a message that exceeds the maximum allowed length to the MSFC Route Processor.

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

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

Explanation No command dispatch vector has been found for the specified interface.

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

```
%CWTLC-3-VAERROR: Error on Van Allen [dec]
```

Explanation An error has been detected on one of the Constellation Switching Bus ASICs that are located on the line card.

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

```
%CWTLC-2-VAFATAL: Fatal Error on Van Allen [dec]
```

Explanation A fatal error has been detected on one of the Constellation Switching Bus ASICs.

Recommended Action If the 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.

CWTLC_ATM Messages

The following are ATM line card for Constellation Supervisor router module error messages.

Error Message

```
%CWTLC_ATM-3-CMD_ACK: ATM (port [dec]): Cmd ack problem: [chars]
```

Explanation An error has occurred during an attempted communication with SAR.

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.

DBCONN Messages

The following are Database Connection error messages.

Error Message

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

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

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

Error Message

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

Explanation The mode configured for the DBCONN server has been rejected by the remote database server.

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

Error Message

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

Explanation The remote LU configured for the DBCONN server is incorrect.

Recommended Action Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Ensure that the SNA network name and the LU name are correct.

Error Message

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

Explanation The TP name configured for the DBCONN server is not recognized by the remote database server.

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

Error Message

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

Explanation An unexpected DRDA protocol error has occurred between DBCONN and the remote database server.

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. If possible, also provide the output of the **debug dbconn drda** command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

Error Message

%DBCONN-5-IDLETIMEOUT: Client [IP_address] connected to server [chars] has timed out after [time-stamp].

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

Recommended Action No action is required.

Error Message

%DBCONN-3-LICENSEEXPERROR: License is expired for Database and Transaction Connection.

Explanation This system is using a temporary key for its Database and Transaction Connection. The license has expired.

Recommended Action Contact StarQuest Software to acquire a permanent key.

Error Message

%DBCONN-3-LICENSEEXPWARNING: License is about to expire for Database and Transaction Connection.

Explanation This system is using a temporary key for its Database and Transaction Connection. The license is about to expire.

Recommended Action Contact StarQuest Software to acquire a permanent key.

Error Message

%DBCONN-3-LICENSEHWWARNING: Number of connections for TXCONN and DBCONN is at 90% license limit.

Explanation The number of allowed Database and Transaction Connection clients in this system has reached 90 percent of the limit.

Recommended Action Acquire more licenses.

Error Message

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

Explanation The password supplied by the client was rejected by the remote database server because it has expired.

Recommended Action No action is required.

Error Message

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

Explanation The password supplied by the client was rejected by the remote database server.

Recommended Action No action is required.

Error Message

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

Explanation The remote database server requires a user ID and password, but the password was not provided.

Recommended Action No action is required.

Error Message

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

Explanation The user ID or password supplied by the client was rejected by the remote database server.

Recommended Action No action is required.

Error Message

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

Explanation An unspecified security failure has occurred. The database host system may be able to provide more specific information.

Recommended Action No action is required.

Error Message

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

Explanation The user ID used to connect to the remote database server is not valid.

Recommended Action No action is required.

Error Message

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

Explanation The remote database server requires a user ID, but the user ID was not provided.

Recommended Action No action is required.

Error Message

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

Explanation The user ID used to connect to the remote database server has been revoked.

Recommended Action No action is required.

Error Message

%DBCONN-5-WLMDOWN: All WLM routes on server [chars] have become unavailable. Recovery is in progress.

Explanation A load-balanced WLM server has lost connectivity to all destinations in its server list. All client connections to this server will be rejected until a host in the complex becomes available again.

Recommended Action No action is required.

Error Message

%DBCONN-5-WLMMISMATCH: WLM transport type mismatch on server [chars].

Explanation The transport type within a server list received from a WLM load-balanced database does not match the transport type of the corresponding DBCONN server. If the conflicting server list specifies the SNA network transport type, the default mode #INTER will be used to establish the connection.

Recommended Action No action is required.