

DBUS Messages

The following are data bus error messages.

Error Message

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

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

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

Error Message

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

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

Recommended Action Contact your Cisco technical support representative for a replacement card.

Error Message

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

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. 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

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

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

Recommended Action Reinstall the processor or download the microcode. 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

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

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

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

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

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

Recommended Action Reinstall the processor or download the microcode. 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

```
%DBUS-3-DBUSINTERRSWSET: Slot [dec], Internal Error due to VIP crash
```

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

Recommended Action Reinstall the processor or download the microcode. If this error 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

```
%DBUS-3-MSGOVERFLOW: Slot [dec], too many DBUS messages
```

Explanation A card in the slot identified in the error message has tried to send too many logger messages.

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

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

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

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

Error Message

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

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

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

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

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

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

Error Message

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

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

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

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

Explanation An interface processor failed to appear online after being reset. 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. 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

```
%DBUS-2-UNKNOWN: Slot [dec], unknown controller type [hex], ignoring
```

Explanation A processor has reported a controller type that is unknown to the system. The processor will not be used and must be repaired.

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

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

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

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

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

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

Recommended Action Reset the processor and load new microcode. If this error 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

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

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

Recommended Action If this error 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

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

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

Recommended Action If this error 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

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

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

Recommended Action Replace the processor or download microcode. If this message recurs, 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

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

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

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

DCU Messages

The following are ATM access concentrator PCI port adapter error messages.

Error Message

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

Explanation The port adapter has stopped processing keepalives.

Recommended Action No action is required.

Error Message

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

Explanation The system has detected too many DCU ports.

Recommended Action Check the configuration. If the problem persists, 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

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

Explanation Memory exhaustion has occurred.

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

DEC21140 Messages

The following are DEC21140 Fast Ethernet controller error messages.

Error Message

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

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

Recommended Action No action is required.

Error Message

DEC21140-3-DEFER: [chars] transmit error

Explanation A defer event occurs when the transmitter cannot immediately send a packet due to the medium being busy. The medium is busy either because another device is transmitting, or the Inter-Packet Gap timer has not expired.

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

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

Explanation The number of interfaces found was not what was expected. This error may indicate a hardware failure.

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

%DEC21140-3-DUPLEX_SPEED: [chars] doesn't support the configured duplex and speed combination

Explanation The Fast Ethernet port was configured for a duplex and speed combination that this particular hardware does not support.

Recommended Action Specify a different speed and duplex combination. 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

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

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

The following information describes the output of the CSR5 register.

bit 13: Fatal bus error

bit 11: General-purpose timer expired

bit 09: Receive watchdog timeout

bit 08: Receive process stopped

bit 07: Receive buffer unavailable

bit 03: Transmit jabber timeout

bit 02: Transmit buffer unavailable

bit 01: Transmit process stopped

bit 25:23 Error Bits (Valid only when csr5<13> is set)

The following information describes the output if the CSR5 error type is CSR5<25:23>.

000 Parity error

001 Master abort

010 Target abort

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.

Error Message

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

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

Recommended Action Check the cabling, and then try initializing the port 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

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

Explanation The transmitter for the port adapter Fast Ethernet port has timed out and caused the transmission of a packet to fail. The Transmit process is aborted and is placed in the stopped 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

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

Explanation Late collisions happen when a collision occurs after the preamble has been sent. The packet will be sent, but this message could indicate that another device is failing to detect when the network is in use.

Recommended Action If this message recurs, check for other malfunctioning devices on the Fast Ethernet. If the problem persists, 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

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

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

Recommended Action Check the Fast Ethernet wiring and port adapter. 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

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

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

Recommended Action Check the Fast Ethernet wiring and port adapter. 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

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

Explanation The ISL is not supported on hardware of the specified interface.

Recommended Action No action is required.

Error Message

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

Explanation The Fast Ethernet driver has failed to initialize.

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

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

Explanation An internal software inconsistency exists.

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

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

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

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

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

Explanation The Fast Ethernet transmitter was ready before a packet was in the buffer. An underflow error indicates that the controller encountered an empty transmit FIFO while transmitting a frame. This condition could be caused by excessive system load.

Recommended Action If possible, move the bandwidth-hogging interfaces off of the same PCI backplane. If the error 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

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

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

Recommended Action Adjust the MTU of the interface if necessary. Otherwise, no action is required.

DFC Messages

The following are dial feature card (DFC) carrier platform error messages.

Error Message

```
%DFC-1-DFC_BAD_DFC_TYPE: DFC in slot [dec] has incorrect board id of [dec]
```

Explanation A DFC does not have a correct card ID.

Recommended Action Ensure that the card cookie was programmed correctly, or try a new 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

%DFC-1-DFC_OLD_HW_REV: DFC in slot [dec] has old hw rev [dec].[dec] when should be [dec].[dec]

Explanation A DFC does not have the latest hardware revision. The card must be updated to version indicated in the error message output.

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

%DFC-1-DFC_OLD_TULUM_VERSION: DFC in slot [dec] has old Tulum version [dec] when should be [dec]

Explanation A DFC does not have the latest Tulum version.

Recommended Action Update the Tulum version on the DFC 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.

DFC_CARRIER Messages

The following are dial feature card (DFC) carrier card error messages.

Error Message

%DFC_CARRIER-1-CARRIER_OLD_HW_REV: DFC Carrier in slot [dec] has old hw revision [dec].[dec] when hw revision should be [dec].[dec].

Explanation A DFC carrier card does not have the latest revision.

Recommended Action If the hardware is not the latest revision, update the DFC carrier card with the latest revision as specified in the error message output. 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.

DHCPD Messages

The following are Dynamic Host Configuration Protocol (DHCP) server error messages.

Error Message

```
%DHCPD-4-DECLINE_CONFLICT: DHCP address conflict: client [chars] declined [IP_address].
```

Explanation The DHCP client has detected an address conflict. Another host is using the specified IP address.

Recommended Action Resolve the misconfiguration. Clear the conflict from the DHCP database. After resolving the conflict, use the **clear ip dhcp conflict** command.

Error Message

```
%DHCPD-2-MALLOC_ERROR: There is inadequate memory for DHCP services.
```

Explanation The DHCP could not allocate mandatory data structures.

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

Error Message

```
%DHCPD-2-NO_PROCESS: DHCP could not start its [chars] process.
```

Explanation The DHCP could not start one of its processes.

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

Error Message

```
%DHCPD-4-PING_CONFLICT: DHCP address conflict: server pinged [IP_address].
```

Explanation The DHCP server has detected an address conflict. Another host is using the specified IP address.

Recommended Action Resolve the misconfiguration. Clear the conflict from the DHCP database. After resolving the conflict, enter the **clear ip dhcp conflict** command.

Error Message

%DHCPD-2-READ_DEADLOCK: DHCP has detected a deadlock condition (excessive read failures).

Explanation The DHCP server could not read the bindings from any database agent. To prevent a possible deadlock, the server has made all pool addresses available for assignment.

Recommended Action Verify that all of the URLs are correct and ensure that connectivity exists between the server and all database agents. Check for corrupt database files. All files must contain the **time** and **end** keywords. Enter the **show ip dhcp database** command. If there are aborted file transfers, increase the appropriate timeouts, then restart the DHCP server.

Error Message

%DHCPD-3-READ_ERROR: DHCP could not read bindings from [chars].

Explanation The DHCP server could not read bindings from the specified database agent.

Recommended Action Verify that the URL is correct and connectivity exists between the server and database agent. Check for a corrupt database file. The file must contain the **time** and **end** keywords. Enter the **show ip dhcp database** command. If there are aborted file transfers, increase the database transfer timeout.

Error Message

%DHCPD-2-RECVMSG_ERROR: Recvmsg failed unexpectedly. DHCP services have been terminated.

Explanation The reason for this failure is unknown.

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

%DHCPD-4-RELAY_ONLY: DHCP will run as a relay agent only.

Explanation The DHCP could not start its database process. The server component has been disabled. Only the relay agent is active.

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

Error Message

%DHCPD-2-SOCKET_ERROR: DHCP could not open UDP port [int].

Explanation The DHCP could not open the UDP port.

Recommended Action Check if another application is using the UDP. If the port is available, add more memory.

Error Message

%DHCPD-3-WRITE_ERROR: DHCP could not write bindings to [chars].

Explanation The DHCP server could not write bindings to the specified database agent.

Recommended Action Verify that the URL is correct and connectivity exists between the server and database agent. Enter the **show ip dhcp database** command. If there are aborted file transfers, increase the database transfer timeout.

DIALER Messages

The following are dial-on-demand routing (DDR) error messages.

Error Message

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

Explanation A dialer interface has been bound to a dialer profile.

Recommended Action No action is required.

Error Message

%DIALER-2-CIRCUITCOUNT: Dialer count 0 on [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

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

Explanation An internal software error has occurred.

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

Error Message

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

Explanation An internal software error 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

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

Explanation A dialer interface has been unbound to a dialer profile.

Recommended Action No action is required.

DIALPEER_DB Messages

The following are dial peer configuration error messages.

Error Message

%DIALPEER_DB-3-ADDPEER_MEM_THRESHOLD: Addition of dial-peers limited by available memory

Explanation The available memory does not permit the addition of more dial peers.

Recommended Action To add more dial peers, increase the processor memory.

Error Message

%DIALPEER_DB-3-ADDPEER_PLATFORM_LIMIT: Addition of dial-peers limited by platform

Explanation This platform does not permit the addition of more dial peers.

Recommended Action Reduce the number of dial peers in your numbering plan.

Error Message

%DIALPEER_DB-6-ADDPEER_WARNING: Addition of too many dial-peers may affect performance

Explanation The number of dial peers is high. This will have an effect on the dial-peer lookup time, resulting in longer call setup time

Recommended Action Use the minimum number of dial peers necessary for your numbering plan.

DIALSHELF Messages

The following are dial shelf error messages.

Error Message

%DIALSHELF-2-DSCDOWN: DSC in slot [dec] changes state to down.

Explanation The DSC in the dial shelf has failed.

Recommended Action Try to bring up the failed DSC by checking the LCD and LEDs of the DSC and by ensuring that the RS-to-DSC connection functions. If the DSC does not come back up, report the error to your Cisco technical support representative.

Error Message

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

Explanation The software has generated an unknown event for the specified slot. 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

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

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

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

Error Message

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

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

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

Error Message

%DIALSHELF-6-RELOAD: Reload requested for card in shelf [dec] slot [dec].

Explanation The **hw-module slot [shelf] | [slot] reload** command was entered. This message is a confirmation that the command is being processed.

Recommended Action No action is required.

Error Message

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

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

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

Explanation The specified dial shelf slot has timed out. A software or hardware component has failed.

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

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

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

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

Error Message

%DIALSHELF-4-UNRECOMMENDED: Number of [chars] may exceed recommended configuration

Explanation On NPE200, more than one CT3 or more than two T1s or E1s are installed, exceeding the recommended configuration parameters.

Recommended Action Stay within the recommended limit of CT3s, T1s, and E1s, install a split dial-shelf configuration, or upgrade the router shelf to NPE300.

DIRECTOR Messages

The following are director server error messages.

Error Message

```
%DIRECTOR-3-BADCOMPL: plug-in returned orphan status
```

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

```
%DIRECTOR-6-DNSNORSP: answer type [chars] host [chars] cli [IP_address] id# [dec]
none
```

Explanation This is an informational DNS reply logging message.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-6-DNSQUERY: query type [chars] host [chars] cli [IP_address] id# [dec]
```

Explanation This is an informational DNS reply logging message.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-6-DNSRESPN: answer type [chars] host [chars] cli [IP_address] id# [dec]
svr [IP_address]
```

Explanation This DNS reply logging message indicates that a server has been found.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-3-DRPDOWN: DRP [IP_address] was down [time-stamp] ago in the last [dec]
minute period ! There may be problems related to this DRP agent.
```

Explanation The remote DRP agent has not responded within the time period reported.

Recommended Action Ensure that the remote DRP agent is running and that it is accessible from the system reporting the problem. If the problem persists, 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

%DIRECTOR-3-HTTPOVERLOAD: Excessive HTTP request overloading: dropping HTTP req from <cli [IP_address]>.

Explanation HTTP requests are overloading the web redirector. The web redirector is automatically discarding HTTP request traffic.

Recommended Action No action is required.

Error Message

%DIRECTOR-3-NOALIAS: [chars] can not create ip alias

Explanation A resource problem has probably occurred within the system.

Recommended Action Reboot the system as soon as possible. If the problem persists, 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

%DIRECTOR-3-NOPORT: [chars] port in use

Explanation The IP address requested is already in use on an interface connected to the system or within the system itself.

Recommended Action Either select another IP address for use, or locate the system making use of this address and reconfigure the system to use another address.

Error Message

%DIRECTOR-3-NOPROC: unable to create [chars] process

Explanation A resource problem has occurred within the system.

Recommended Action Reboot the system as soon as possible. If the problem persists, 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

%DIRECTOR-3-NOSOCKET: [chars] unable to create socket

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

%DIRECTOR-3-NOTCONF: Metric [chars] referenced but not found

Explanation This is an informational DNS reply logging message.

Recommended Action No action is required.

Error Message

%DIRECTOR-3-NOWRITE: [chars] unable to write to socket

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

%DIRECTOR-6-SVRNSELECT: no answer for (host [chars] cli [IP_address] type [chars] id# [dec]) [chars]

Explanation No server was found.

Recommended Action No action is required.

Error Message

%DIRECTOR-6-SVRSELECT: select [IP_address] (host [chars] cli [IP_address] type [chars] id# [dec]) [chars]

Explanation This DNS logging message provides information about the report server selection process.

Recommended Action No action is required.

Error Message

%DIRECTOR-5-SVRUPDOWN: server [IP_address] (on port [dec]) has gone [chars]

Explanation The remote server has gone up or down.

Recommended Action No action is required.

Error Message

%DIRECTOR-3-URLELSEWHERE: URL is elsewhere ('[chars]'), Code [dec] - [chars]

Explanation The HTTP return code indicates that the specified page is not actually on this server.

Recommended Action Check the URL that had been configured, and check the configured HTTP server.

Error Message

%DIRECTOR-3-URLSVRERR: Server error ('[chars]'), Code [dec] - [chars]

Explanation The HTTP return code indicates that a server failure error has occurred.

Recommended Action Check the URL that had been configured, and check the configured HTTP server.

DLC Messages

The following are DLC error messages.

Error Message

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

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

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

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

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

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

Error Message

%DLC-3-WPUTERR: unknown port type [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.

DLSWC Messages

The following are data-link switching (DLSw) error messages.

Error Message

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

Explanation A data-link switching system error occurred.

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

Error Message

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

%DLSWC-3-BADCLSI SAP id = [hex] [chars]

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation An SSP header that was received from the remote peer contains errors in one of the fields.

Recommended Action If the remote peer is not a Cisco router, confirm that it supports the DLSw RFC 1795 standard.

Error Message

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

Explanation An SSP frame with an invalid command has been received from the remote peer.

Recommended Action If the remote peer is not a Cisco router, confirm that it supports DLSw RFC 1795 standard.

Error Message

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

Explanation A data-link switching system error 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

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

Explanation An internal software inconsistency has occurred, but the router continues to operate.

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

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

Explanation The DLSw process cannot run.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%DLSWC-3-FSMACTION: [chars]

Explanation This message identifies the frames sent by DLSw on the LAN or WAN side. This message indicates normal behavior.

Recommended Action No action is required.

Error Message

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

Explanation A data-link switching system error 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system 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

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

Explanation A data-link switching system error has occurred.

Recommended Action If this error 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

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

Explanation An SSP frame was received from the remote peer.

Recommended Action No action is required.

Error Message

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

Explanation An SSP frame was sent to the remote peer.

Recommended Action No action is required.

DLSWMasterSlave Messages

The following are data-link switching (DLSw) core error messages.

Error Message

%DLSWMasterSlave-3-DLSWMS: [chars]

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

Error Message

%DLSWMasterSlave-3-DLSWMSDLX: [chars] [hex] from [enet]

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

Error Message

%DLSWMasterSlave-3-DLSWMSRCV: [chars] from [enet]

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

Error Message

%DLSWMasterSlave-3-DLSWMSAP: [chars] [chars]

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

DLSWP Messages

The following are data-link switching (DLSw) peer module error messages.

Error Message

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

Explanation An invalid parameter value was passed. This error should not cause any network problems unless it happens repeatedly.

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.

Error Message

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

Explanation The **priority** keyword was used on one router but not on the other. The **priority** keyword is an option on the DLSw remote peer definition.

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

Error Message

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

Explanation A general error condition has been detected. This error should not cause any network problems unless it happens repeatedly.

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.

Error Message

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

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

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

Error Message

%DLSWP-3-PNOCOOKIE: DLSw: uninitialized peer [chars] from [IP_address]([dec]) to [IP_address]([dec])

Explanation The DLSw has received a packet on an uninitialized peer connection.

Recommended Action Verify the configuration and the DLSw peer status on both routers.

Error Message

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

Explanation The router has run out of system memory for operation. Probably the router image requires more system memory than the router contains.

Recommended Action Consult with your Cisco technical support representative about the memory requirements for the specific image used on the router.

Error Message

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

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

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

DMA Messages

The following are direct memory access (DMA) error messages.

Error Message

```
%DMA-1-DRQ_EMPTY_PAK: Empty packet is being sent to backplane. particle_ptr=[hex]
```

Explanation The drq_io has received a packet that has a particle count of zero. A coding error has occurred that will jeopardize system performance.

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 **show** command on the reporting VIP.

Error Message

```
%DMA-1-DRQ_STALLED: DRQ stalled. Dumping DRQ.
```

Explanation The path from the VIP to the backplane has stalled. The DRQ table is being dumped so that it can be debugged.

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 output of the hex dump that follows the error message.

Error Message

```
%DMA-1-GIANT_CHECK: Giant detected; size [dec]
```

Explanation This error message appears only in custom-built images when a verification check fails. A packet that was too large was sent over the backplane by a VIP.

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

%DMA-1-LOW_DMA_PCI_MEM: Not enough pci memory left over for DMA

Explanation A software misconfiguration has caused low PCI memory.

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 **show diag** and **show controller cbus** commands.

Error Message

%DMA-1-LOW_DMA_PROC_MEM: Not enough processor memory left over for DMA

Explanation A software misconfiguration has caused low PCI memory.

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 **show diag** and **show controller cbus** commands.

DMTDSL Messages

The following are digital/discrete multitone digital subscriber line (DMTDSL) error messages.

Error Message

%DMTDSL-3-BADINITDSL: DMTDSL([dec]/[dec]), interface not initialized.

Explanation The ATM network module hardware may be defective.

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

%DMTDSL-3-DMTHWBAD: DMTDSL([dec]/[dec]), Hardware failed self test

Explanation The DSL chipset has failed its self-test.

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

```
%DMTDSL-3-FAILFINDATM: DMTDSL([dec]/[dec]), Could not find ATM interface.
```

Explanation The DSL network module hardware may be defective.

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

```
%DMTDSL-1-INITFAIL: DMTDSL([dec]/[dec]), Init failed, [chars]
```

Explanation The ADSL network module hardware may be defective.

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

```
%DMTDSL-3-NOMEM: DMTDSL([dec]/[dec]), Out of memory
```

Explanation The router does not have enough memory installed to run this image.

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.

DNET Messages

The following are DECnet error messages.

Error Message

```
%DNET-4-DUPENTRY: Duplicate DECnet Accounting List Entry for nodes [dec].[dec] - [dec].[dec]
```

Explanation A synchronization problem has occurred while a new transit DECnet accounting list entry was being added, and a duplicate entry has been found.

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

Error Message

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

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

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

Error Message

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

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

Recommended Action Correct the configuration. If the problem persists, 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

%DNET-3-NOMEMORY: Insufficient memory for DECnet accounting entry

Explanation The traffic information for a particular pair of DECnet nodes cannot be recorded 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.

DNSSERVER Messages

The following are Domain Name Server (DNS) server error messages.

Error Message

%DNSSERVER-3-BADQUERY: Bad DNS query from [IP_address]

Explanation A client has sent an incorrectly formatted DNS query to the server.

Recommended Action Check the DNS server and the network attached to it.

Error Message

%DNSSERVER-3-NOINIT: Can't initialize DNS server

Explanation Ports cannot be initialized for the DNS server because of internal problems.

Recommended Action Ensure that the DNS server port is available on the local machine.

Error Message

%DNSSERVER-3-TCPDNSOVERLOAD: Excessive DNS query overloading: dropping TCP request from <cli [IP_address]>.

Explanation DNS queries are overloading the DNS server. The DNS server is automatically discarding DNS request traffic.

Recommended Action No action is required.

Error Message

%DNSSERVER-3-TOOSHORT: DNS query from [IP_address] too short

Explanation A client has sent a short DNS query packet to the server.

Recommended Action Check the client and the network attached to it. If the problem persists, 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

%DNSSERVER-3-UDPDNSOVERLOAD: Excessive DNS query overloading: dropping <id#[dec]> from <cli [IP_address]>.

Explanation DNS queries are overloading the DNS server. The DNS server is automatically discarding DNS request traffic.

Recommended Action No action is required.

DPM Messages

The following are Cisco AS5200 T1 BRIMUX error messages.

Error Message

%DPM-3-BADMAGIC: SMP hasn't initialized the DPRAM.

Explanation The remote peer has not finished initializing its DPRAM.

Recommended Action Check the software compatibility between the peers.

Error Message

%DPM-3-BADSMP: SMP hasn't initialized the DPRAM.

Explanation The remote peer has not finished initializing its DPRAM layout area.

Recommended Action Check the software compatibility between the peers.

Error Message

%DPM-3-NOIDB: Copernico failed on acquiring DPRAM idb.

Explanation Internal resources are not sufficient to create the IDB (internal descriptor for the interface).

Recommended Action Check the available memory capacity on the router.

Error Message

%DPM-3-OOBINIT: Copernico failed on out-of-band sub-system initialization.

Explanation The DPRAM initialization has failed.

Recommended Action Check the software compatibility between the peers.

DRIP Messages

The following are Duplicate Ring Protocol (DRIP) error messages.

Error Message

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

Explanation A DRIP conflict has occurred. The CRF of either the virtual ring or the pseudo ring is being reused in the network.

Recommended Action Ensure that the CRF virtual LAN ID of the virtual ring and the pseudo ring are unique in the network.

Error Message

%DRIP-3-DRIPFAIL: DRIP: Assertion failed: [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.

DRP Messages

The following are Director Response Protocol (DRP) error messages.

Error Message

```
%DRP-3-MULTICOMMAND: multiple DRP commands encountered
```

Explanation Multiple DRP commands were found in a single DRP packet.

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

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

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

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

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

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

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.

DRVGRP Messages

The following are interface driver operational error messages.

Error Message

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

Explanation This message provides interface driver initialization errors.

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.

DSC Messages

The following are dial-shelf controller (DSC) error messages.

Error Message

```
%DSC-4-MANUALBOOT: Setting config-register to 0x0 will prevent the feature boards from booting when router shelf is rebooted
```

Explanation The DSC cannot be booted manually.

Recommended Action Set the configuration register to 0x2 for autoboot.

DSCC4 Messages

The following are DSCC4 driver error messages.

Error Message

```
%DSCC4-3-ANALYZE_DEVICE_FAILURE: [chars]
```

Explanation A DSCC4 analyze device 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

```
%DSCC4-3-GENERIC: [chars]
```

Explanation A generic error message has been received.

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

%DSCC4-1-INITFAIL: DSCC4([dec]/[dec]), SCC[dec] init failed

Explanation The software has failed to initialize or restart the SCC of a serial interface.

Recommended Action Clear the serial interface. 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

%DSCC4-3-INVALID_CLOCKRATE: DSCC4([dec]/[dec]), invalid clock rate (index [dec]) requested

Explanation An internal software error has occurred.

Recommended Action Contact your Cisco technical support representative to obtain a software upgrade. 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

%DSCC4-3-NOMEMORY: No memory for [chars] of unit [dec]

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

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

%DSCC4-3-OWNERR: DSCC4([dec]/[dec]), Buffer ownership error, pak=[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

%DSCC4-3-TOOBIG: DSCC4([dec]/[dec]), packet (size [dec]) too big

Explanation A packet larger than the assigned MTU of this serial interface has been queued up for transmission. The system should recover.

Recommended Action No action is required. A recurring message may indicate an error related to data traffic patterns. 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

%DSCC4-3-TOOSMALL: DSCC4([dec]/[dec]), packet (size [dec]) was less than 2 bytes

Explanation A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission. The system should recover.

Recommended Action No action is required. A recurring message may indicate a hardware error related to data traffic patterns. 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

%DSCC4-3-UNKNOWN_SCCS: DSCC4, Incorrect SCC number

Explanation An internal software error has occurred.

Recommended Action Contact your Cisco technical support representative to obtain a software upgrade. 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.

DSCCLOCK Messages

The following are dial shelf controller (DSC) clock error messages.

Error Message

%DSCCLOCK-3-DUP_PRI: Duplicate priority ([dec]) clock sources: slot [dec] port [dec], and slot [dec] port [dec].

Explanation Two split-dial-shelf separate clock sources (one on each router shelf) have been configured with the same priority.

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

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

Explanation This message is generated whenever the current primary clock becomes invalid. The TDM clock circuit goes into a HOLDOVER state, and a holdover timer is started to check whether or not the clock becomes valid within the holdover time.

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

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

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

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

Error Message

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

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

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

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

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

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

Error Message

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

Explanation The current primary TDM clock has been deleted. Therefore, the system primary has switched to the clock coming in from the trunk specified by the slot or the port, which is the current highest-priority functioning clock. Phase continuity is maintained during the switchover.

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

Error Message

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

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

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

Error Message

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

Explanation The TDM primary clock is switching to the clock that is coming in through the specified trunk, probably after the router shelf and feature cards have reloaded. The phase of the output TDM clock is forced to align with the input reference during the switchover.

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

Error Message

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

Explanation The TDM primary clock has switched to a backup clock that is coming in through the specified trunk because the current primary clock 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

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

Explanation The TDM primary clock, which is in HOLDOVER state and whose source was a trunk port, has switched to the same trunk port and moved to NORMAL state, with phase alignment between input source clock and output TDM reference clock. The router shelf and the feature cards have probably reloaded.

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

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

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

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

Error Message

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

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

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

Error Message

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

Explanation The TDM primary clock, which had failed, has recovered within the holdover time. Therefore, the TDM primary clock switched to NORMAL state from the HOLDOVER 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.

DSC_ENV Messages

The following are Cisco AS5800 environmental monitor error messages.

Error Message

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

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

Recommended Action Check the blowers and the ambient room temperature.

Error Message

%DSC_ENV-0-CRITICAL_BLOWER: Slot [dec], [chars]

Explanation Fans in the blower unit have failed. Operation of the unit may cause cards to overheat and shut down.

Recommended Action Power down the dial shelf to avoid overheating, and replace the faulty fans.

Error Message

%DSC_ENV-0-DSC_FB_POWERDOWN: Temperature/Voltage has reached a critical level for DSC in slot [dec]. No backup DSC available. Powering down all feature boards in the chassis.

Explanation The temperature or voltage sensor has reached a condition outside the acceptable range for the DSC. No backup system is available to control and monitor the feature cards, so all feature cards are being shut down.

Recommended Action Attempt to resolve voltage and temperature problems. If the problem persists, contact your Cisco technical support representative for assistance.

Error Message

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

Explanation The environmental parameters have returned from a state other than normal to a state that is normal.

Recommended Action No action is required.

Error Message

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

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

Recommended Action Check the blowers and the ambient room temperature.

Error Message

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

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

Recommended Action Check the blowers and the ambient room temperature.

Error Message

```
%DSC_ENV-2-WARNING_BLOWER: Slot [dec], [chars]
```

Explanation A fan in the blower unit has failed. The affected unit can continue to operate, but the failure should be fixed.

Recommended Action Replace the faulty fan.

DSCEXTCLK Messages

The following are dial shelf controller (DSC) clock error messages.

Error Message

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

Explanation The primary TDM clock, which has been running off the local oscillator of the DSC in FREERUN mode, is switching to the external network reference clock whose source was the DSC front panel.

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

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

Explanation The current primary TDM clock has been deleted. Therefore, the system primary clock has switched to the clock that is coming in through the external network reference clock on the DSC front panel, which is the current highest-priority functioning clock. Phase continuity is maintained during the switchover.

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

Error Message

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

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

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

Error Message

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

Explanation The TDM primary clock is switching to the clock that is coming in through the DSC front panel, probably after the router shelf and feature cards have reloaded. The phase of the output TDM clock is forced to align with the input reference during the switchover.

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

Error Message

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

Explanation The current primary clock has failed. The TDM primary clock is switching to a backup clock that is coming in through the DSC front panel external clock feed.

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

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

Explanation The TDM primary clock, which was in HOLDOVER state and whose source was the DSC front panel clock, has switched to the same clock and returned to NORMAL 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

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

Explanation The DSC front panel clock that is the source of the current TDM primary clock, which had failed, has recovered within the holdover time. Therefore, the primary clock has moved from HOLDOVER state to NORMAL state without a phase correction between the input reference and the output TDM clock.

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

DSCREDCLK Messages

The following are dial shelf controller (DSC) redundancy clock error messages.

Error Message

`%DSCREDCLK-2-BACTFAIL: Clock on other DSC has failed - immediate clock takeover`

Explanation The backup DSC clock has detected a failure on the other DSC clock hardware and will become the active clock manager.

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

`%DSCREDCLK-2-BACTGONE: Removal of other DSC detected - immediate clock takeover`

Explanation The DSC clock has detected the removal of the other DSC clock hardware and will become the active clock manager.

Recommended Action Reinstall a DSC clock in the other DSC slot to replace the removed DSC hardware. If the problem persists, 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

`%DSCREDCLK-3-BACTIOSF: Other DSC IOS keepalive failure - clock takeover`

Explanation The other DSC has failed to respond to keepalives sent to the current DSC. Therefore, the current DSC will become the active clock manager.

Recommended Action Recover or replace the failed DSC to provide a backup DSC.

Error Message

`%DSCREDCLK-2-BCLKCMDFAIL: Clock command hardware failed`

Explanation A clock hardware command 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

%DSCREDCLK-5-BNORMAL: Backup clock moving to NORMAL to phase lock to active clock

Explanation The backup DSC has detected a change to the clock.

Recommended Action No action is required.

Error Message

%DSCREDCLK-5-BSWITCHE: Backup clock matched to active clock reference, external clock on DSC

Explanation The backup DSC has detected a change in the selected clock reference on the active DSC and has changed its own clock hardware to match the new selection. The selected clock reference is now supplied from the DSC front panel external clock.

Recommended Action No action is required.

Error Message

%DSCREDCLK-5-BSWITCHT: Backup clock matched to active clock reference, slot [dec] line [dec]

Explanation The backup DSC has detected a change in the selected clock reference on the active DSC and has changed its own clock hardware to match the new selection. The selected clock reference is now supplied from the specified trunk line.

Recommended Action No action is required.

Error Message

%DSCREDCLK-3-BTAKEDELAY: Active DSC requests backup to takeover clock - delaying for sync

Explanation The other DSC has requested that the current DSC take over active clock management, but the current DSC is waiting for clock hardware synchronization before doing so to avoid call loss.

Recommended Action No action is required.

Error Message

%DSCREDCLK-3-BTAKEOVER: Active DSC requests backup to takeover clock - done

Explanation The other DSC has requested that the current DSC take over active clock management, and the current DSC has become the active clock manager.

Recommended Action No action is required.

