

ISDN Messages

The following are ISDN error messages.

Error Message

```
%ISDN-4-BAD_DSL_FOR_CREATE_DELETE_L2: [chars]:  
isdn_create_delete_signalling_channel: Unknown DSL [int] for [chars]
```

Explanation The creation or deletion service for the L2 signaling handler or the given DSL is missing.

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

```
%ISDN-6-CALL_COLLISION: Interface [chars] Call Cid [hex] Cref [hex] collision on  
Channel [dec] in_use_cid [hex] cref [hex], Channel awarded to the received call
```

Explanation A call has been received and has collided with an existing call on the same channel.

Recommended Action No action is required.

Error Message

```
%ISDN-6-CALL_EXISTS: Interface [chars] Call exists for bchan [dec] in_use_cid  
[hex] in_use_cref [hex] new_cid [hex] new_cref [hex]
```

Explanation The channel specified for the new call is already in use.

Recommended Action No action is required.

Error Message

```
%ISDN-6-CHAN_UNAVAILABLE: Interface [chars] Requested Channel [dec] is not  
available
```

Explanation The requested channel is not available.

Recommended Action No action is required.

Error Message

```
%ISDN-6-CONNECT: Interface [chars] is now connected to [chars] [chars]
```

Explanation This is an informational message sent when a call is connected. The message displays the remote name and number, which it receives from the PPP authentication or from the location from which the dialer placed the call.

Recommended Action No action is required.

Error Message

```
%ISDN-6-DISCONNECT: Interface [chars] disconnected from [chars] [chars], call
lasted [int] seconds
```

Explanation This is an informational message sent when a call is disconnected. This message displays the remote name and number, which it receives from the PPP authentication or from the location at which the dialer placed the call. This message also reports the duration of the call.

Recommended Action No action is required.

Error Message

```
%ISDN-4-GET_STATUS_STATE_FAIL: [chars]: isdn_get_status_state: Unknown DSL [int]
```

Explanation An attempt to retrieve the status of a DSL that is not currently configured has failed.

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

```
%ISDN-4-INVALID_CALLEDNUMBER: Interface [chars], Ignoring call, LDN and Called
Party Number mismatch
```

Explanation The incoming ISDN call is ignored because the called party number does not match the LDN that is configured in the router.

Recommended Action Correct the LDN in the router to match the called party number delivered in the incoming setup message.

Error Message

```
%ISDN-4-INVALID_EID: Interface [chars], Ignoring call, EndPoint Identifier (EID)
mismatch
```

Explanation The incoming ISDN call is ignored because the EID delivered in the incoming setup message cannot be matched.

Recommended Action If the EID is delivered in the setup message, use the **isdn debugs** and **show isdn status** commands to determine the current EID values. Contact the service provider to report the condition.

Error Message

```
%ISDN-4-INVALID_EVENT: [chars]: Bad Event Received For Current State
```

Explanation The state transition for the ISDN L2 socket process has failed.

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

```
%ISDN-4-INVALID_SPID: Interface [chars], Spid[dec] was rejected
```

Explanation The SPID configured in the router has been rejected by the switch.

Recommended Action Determine the correct SPID, reenter the SPID, and clear the BRI interface.

Error Message

```
%ISDN-6-INVALID_TIMER: [chars]: Invalid Timer Handle, caller [hex] handle [dec]
```

Explanation An invalid ISDN timer handle has been passed on for timer operations. This message may indicate a low memory condition.

Recommended Action Enter the **show isdn mem** and **show isdn status** commands to gather debugging information. Reduce other system activity to ease the memory demands in the system.

Error Message

```
%ISDN-2-ISDN_GENERAL_TRACEBACK: [chars]:[dec]
```

Explanation A debug traceback condition has occurred.

Recommended Action No action is required.

Error Message

```
%ISDN-4-ISDN_L2_INTERFACE_NOT_REGISTERED: [chars]: isdn_to_L2: Unknown DSL [int]  
for command [chars]
```

Explanation The ISDN stack has not registered its L2 message handler.

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

%ISDN-3-ISDN_RESOURCE_UNAVAILABLE: [chars]: Resource not available, at [chars]:[dec]

Explanation A specified hardware resource could not be allocated.

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

%ISDN-4-ISDN_UNEXPECTED_EVENT: [chars]: Occurred at [chars]:[dec]

Explanation An unexpected event of significance 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

%ISDN-6-LAYER2DOWN: Layer 2 for Interface [chars], TEI [int] changed to down

Explanation An ISDN Layer 2 logical link is down. The TEI associated with this logical link is shown.

Recommended Action No action is required.

Error Message

%ISDN-6-LAYER2UP: Layer 2 for Interface [chars], TEI [int] changed to up

Explanation An ISDN Layer 2 logical link is up. The TEI associated with this logical link is shown.

Recommended Action No action is required.

Error Message

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

Explanation The requested operation could not be accomplished because of insufficient memory.

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

Error Message

%ISDN-6-NO_TIMER: No Free Timer Entry, caller [hex], timers used [dec]

Explanation The ISDN protocol cannot start new timers for its operation. This message may indicate a low memory condition.

Recommended Action Enter the **show isdn mem** and **show isdn status** commands to gather debugging information. Reduce other system activity to ease the memory demands on the system.

Error Message

%ISDN-4-OPEN_TEMP_SOCKET_FAIL: [chars]: Failed to Open Required Temporary Socket [chars]

Explanation The reopen attempt for a required temporary socket has failed. Without this socket, the L2 socket process will fail.

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

%ISDN-4-RLM_STATUS_CHANGE: ISDN SC [chars]: Status Changed to: [chars].

Explanation ISDN has been notified by the RLM component of a status change in the RLM link.

Recommended Action No action is required.

Error Message

%ISDN-4-SPURIOUS_CONNECT: [chars]: Spurious Connection Accepted and Closed on port [int]

Explanation An unknown TCP connection was accepted and then refused.

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.

IVR Messages

The following are Interactive Voice Response (IVR) error messages.

Error Message

```
%IVR-3-ABNORMAL_EXIT: TCL IVR Process PANIC: [chars], CallID [dec], Event [chars]
```

Explanation The TCL IVR call process has panicked and then exited abnormally.

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

```
%IVR-3-BAD_IVR_SIG: Script signature is invalid[chars] [chars]
```

Explanation This script does not have a valid signature.

Recommended Action Ensure that the script is Cisco-approved and has a signature.

Error Message

```
%IVR-3-BAD_IVR_VERSION: Script requires version [dec].[dec], image supports [dec].[dec]
```

Explanation The IVR script requires a later version of the IVR infrastructure.

Recommended Action Upgrade the Cisco IOS software or use a different script.

Error Message

```
%IVR-3-INVALID_SCRIPT: App [chars]: Invalid IVR script to handle callID [dec]
```

Explanation The call will be dropped because of an invalid script.

Recommended Action Ensure that the script exists on the server, is readable, and is supported.

Error Message

```
%IVR-3-LOW_MEMORY: IVR: Sytem running on low memory. Free memory:Unrecognized format \ %l' bytes. Call is rejected.
```

Explanation The system does not have enough memory to accept calls.

Recommended Action Check to see what condition is causing low system memory.

Error Message

%IVR-3-NO_IO_MEMORY: [chars]: Failed to create pool_group [hex] buffer_pool [hex]

Explanation There is not enough I/O memory to create the IVR private pak pool.

Recommended Action Ensure that there is enough I/O memory.

Error Message

%IVR-3-NOPROMPT: Could not create IVR prompt [chars] errno=[dec]=[chars]

Explanation The IVR prompt could not be read.

Recommended Action Ensure that the prompt exists on the server and is readable.

Error Message

%IVR-3-NOSCRIPT: Could not load IVR script [chars] errno=[dec]=[chars]

Explanation The IVR script could not be read.

Recommended Action Ensure that the script exists on the server and is readable.

KERBEROS Messages

The following are Voice over IP (VoIP) for Cisco AS5800 error messages.

Error Message

%KERBEROS-3-FORKFAIL: Failed to fork process for [chars].

Explanation The system could not start a process. This message may indicate a low memory condition.

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.

KINEPAK Messages

The following are Voice over IP (VoIP) for Cisco AS5800 error messages.

Error Message

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

Explanation A software error has occurred, causing an unexpected packet to be prepared for transmission and then dropped.

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

%KINEPAK-3-ERR_DSPWARE_DNLD: dsp[dec] cannot download dspware [chars]

Explanation A software error has occurred and has caused a failure to download a DSP component.

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

%KINEPAK-3-ERR_DSPWARE_IMG: Cannot find dspware [chars] component

Explanation A software error has occurred and has caused a failure to download a DSP component.

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

%KINEPAK-3-NODSPENTRY: No dsp entry in dsp list

Explanation The software structure that is used to maintain the DSP instance is missing.

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

%KINEPAK-3-NOMAILLEMENTS: Cannot create message buffer

Explanation A software error has occurred, resulting in failure to create the message buffer that sends messages among processes.

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

%KINEPAK-3-NOPARTICLE: No particle available for ingress packet

Explanation A software error has occurred, resulting in failure to obtain a particle to hold an ingress packet from the DSP.

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

%KINEPAK-3-NOPARTICLEPOOL: Cannot create particle pool

Explanation A software error has occurred, resulting in failure to create the particle pool that receives packets from the DSP.

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

%KINEPAK-3-NORXPAK: Static receive paktype unavailable

Explanation A software structure was found in an unexpected state during the runtime for the specified DSP.

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.

L2CAC Messages

The following are Layer 2 CAC error messages.

Error Message

```
%L2CAC-5-VC_BW_NOT_ENOUGH: VC [dec]/[dec] bandwidth is not enough. Total bandwidth is [dec] cps, but requires [dec] cps
```

Explanation There is not enough VC bandwidth to support a call.

Recommended Action Increase the bandwidth to accommodate new calls.

L2R Messages

The following are L2RLY error messages.

Error Message

```
%L2R-4-DROP_PAK: l2r uid [dec] drop packet (type [hex]) from/to uid [dec] when [chars]
```

Explanation A packet was dropped.

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

```
%L2R-4-FRAGMENT_ERROR: fragmentation error (s_uid = [hex]) received
```

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

```
%L2R-4-INVALIDMSG: Invalid L2R message (msg_type [hex]) received from UID [dec] at line [dec]
```

Explanation An internal software error has occurred.

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

L3_MGR Messages

The following are Layer 3 manager error messages.

Error Message

%L3_MGR-3-FLUSH: L3 MGR flush error: [chars]

Explanation The Layer 3 manager has encountered a flush error.

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

%L3_MGR-3-ICC_ASYNC: L3 MGR aysnc request failed: [chars]

Explanation The Layer 3 manager has received a null request failure message.

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

%L3_MGR-3-L2_FLUSH_ENTRY: L3 MGR install l2 flush entry: [chars]

Explanation The Layer 3 manager has received a “failed status” message.

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

%L3_MGR-3-NULL_SVI: L3 MGR svi allocation error: [chars]

Explanation The Layer 3 manager cannot allocate an SVI.

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

%L3_MGR-3-NULL_VLAN: L3 MGR vlan allocation error: [chars]

Explanation The Layer 3 manager cannot allocate VLAN.

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

%L3_MGR-3-REQ_SEND: L3 MGR SEND error : [chars]

Explanation The Layer 3 manager has failed to send out the specified request.

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

%L3_MGR-3-RSP_RCVD: L3 MGR RCVD error: [chars]

Explanation The Layer 3 manager has received an error packet.

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

%L3_MGR-3-SW_SHORTCUT: L3 MGR install sw shortcut: [chars]

Explanation The Layer 3 manager has received a bad status message.

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.

LANCE Messages

The following are LAN Controller Ethernet error messages.

Error Message

%LANCE-4-BABBLE: Unit [dec], babble error, csr0 = [hex]

Explanation An Ethernet interface is malfunctioning.

Recommended Action Determine whether the malfunction stems from a software or hardware error by turning off all fast switching. Error messages showing that the packet is too large for the link indicate that a software error has occurred at a high level. Receiving no error messages indicates that a hardware error has occurred. Repair or replace the controller. If you receive an error message, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LANCE-3-BADCABLE: Unit [dec], Transmits stalled. Check ethernet cable connection

Explanation The Ethernet cable is not connected.

Recommended Action Check the Ethernet cable connection.

Error Message

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

Explanation An internal software error has occurred.

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

%LANCE-5-COLL: Unit [dec], excessive collisions. TDR=[dec]

Explanation An Ethernet cable is broken or unterminated, or the transceiver is unplugged. The TDR counter is an internal LANCE counter that counts the time (in ticks of 100 ns each) from the start of a transmission to the occurrence of a collision. Because a transmission travels about 35 feet per tick, this value is useful to determine the approximate distance to a cable fault.

Recommended Action If the transceiver appears to be properly terminated, repair or replace the Ethernet interface card.

Error Message

%LANCE-1-INITFAIL: Unit [dec], initialization timeout failure, csr[dec]=[hex]

Explanation The hardware has failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-5-LATECOLL: Unit [dec], late collision error

Explanation An Ethernet transceiver is malfunctioning, the Ethernet is overloaded, or the Ethernet cable is too long.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-5-LOSTCARR: Unit [dec], lost carrier. Transceiver problem?

Explanation An Ethernet transceiver is unplugged or defective.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-1-MEMERR: Unit [dec], memory error, csr[dec]=[hex]

Explanation An Ethernet interface has detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-3-OWNERR: Unit [dec], buffer ownership error, pak = [hex]

Explanation An Ethernet interface is malfunctioning, or an internal software error has occurred.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-3-SPURIDON: Unit [dec], spurious IDON interrupt, csr[dec]=[hex]

Explanation An Ethernet interface has generated a spurious Initialization Done interrupt.

Recommended Action Repair or replace the controller.

Error Message

%LANCE-3-UNDERFLO: Unit [dec], underflow error

Explanation The Ethernet hardware is requesting data faster than the system can supply it. This condition might indicate that the system is at the limit of its performance.

Recommended Action A small number of underflows might not be a cause for concern. You can monitor underflows with the **show interface** command. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

LANE Messages

The following are LAN emulation (LANE) error messages.

Error Message

%LANE-3-BADILMI: Unexpected ILMI event [dec]

Explanation An internal error has occurred.

Recommended Action Download the system error log. Then contact your Cisco technical support representative and provide the representative with the log, the error message, and the router configuration.

Error Message

%LANE-3-BADNAME: ELAN name must be 1-32 characters long

Explanation A name that is longer than 32 characters identifying a LANE component has been entered by the user.

Recommended Action Reenter a shorter name.

Error Message

%LANE-3-BADTYPE: Inappropriate LAN type

Explanation An unexpected LAN type has been specified for a LANE component. Only Ethernet and Token Ring ELANs are supported.

Recommended Action Specify a valid LAN type.

Error Message

%LANE-6-INFO: [chars]

Explanation This is an informational message about the LANE subsystem.

Recommended Action No action is required.

Error Message

%LANE-3-LANE_ERROR: [chars]

Explanation An internal error has occurred, indicating an inconsistency in the system that requires attention.

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

%LANE-3-LANE_SIG_ERR: [chars]

Explanation An internal error has occurred while system routines were handling ATM signaling messages for LANE.

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

%LANE-3-LEC_BADAD: [chars] LEC unable to compute ATM address

Explanation The client cannot obtain an ATM address from the given configuration, or the autoassignment has failed to get an ATM prefix from the switch.

Recommended Action If you expect the switch to assign the prefix to the router, ensure that the ILMI is functional and the switch has a prefix configured. Otherwise, confirm that the client has an address in the NVRAM configuration.

Error Message

%LANE-3-LEC_BAD_CTL_DIST_TYPE: [chars] CTL DIST blli type wrong

Explanation An incorrect BLLI value was specified on the incoming circuit.

Recommended Action The originator of the circuit is not using the correct BLLI value for this type of circuit. The LANE standard defines these values, and the originator is violating the standard.

Error Message

%LANE-3-LEC_CFG: [chars] CFG_REQ failed, [chars] (LECS returned [dec])

Explanation The master LECS has refused the configuration request of the LEC.

Recommended Action Check your LECS configurations.

Error Message

%LANE-3-LEC_CONTROL_MSG: Received bad control message on interface [chars]

Explanation The LANE client has received an unexpected or inappropriate control message over one of its VCs.

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

%LANE-3-LEC_ERR: [chars]

Explanation A LANE client 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

%LANE-6-LEC_INFO: [chars]

Explanation This is an information message about the LANE client.

Recommended Action No action is required.

Error Message

%LANE-3-LEC_JOIN: [chars] JOIN failed, [chars] (LES returned [dec])

Explanation The request of a LANE client to join its emulated ELAN has been rejected.

Recommended Action This message may be the result of user configuration errors (such as the LANE client attempting to join an incorrect ELAN or the ELAN not being configured in the LAN Emulation Server) or there were validation failures with the LAN Emulation Configuration Server (LECS).

Error Message

%LANE-3-LEC_LISTEN: [chars] listen failed on [chars]

Explanation The LANE client could not register its address with ATM signaling to be able to accept calls on that address.

Recommended Action Reconfigure the client ATM address, which may be in conflict with another component that has the same ATM address.

Error Message

%LANE-3-LEC_RD_REGISTER: [chars] RD REGISTER failed for Route Descriptor [hex]

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

%LANE-3-LEC_REGISTER: [chars] REGISTER failed, [chars] (LES returned [dec])

Explanation An attempt to register a MAC-ATM address binding with the LES has failed.

Recommended Action The LES has already registered the requested MAC address-ATM address binding.

Error Message

%LANE-3-LECS_ERROR: [chars]

Explanation An internal consistency 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

%LANE-3-LEC_SIGNAL: Unexpected SigAPI event [dec]

Explanation ATM signaling has sent the LANE client an unexpected message type.

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

%LANE-6-LECS_INFO: [chars]

Explanation This is an informational message about the LECS.

Recommended Action No action is required.

Error Message

%LANE-4-LECS_WARNING: [chars]

Explanation The LECS address could not be registered with or deregistered from the switch using ILMI. The following reasons are possible:

- The switch prefix is not available.
- The address is not acceptable to the switch (the prefix does not conform).
- The interface over which this operation should take place is down.
- The ILMI subsystem on the router is not completely initialized.

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

%LANE-3-LEC_WRONG_ELAN_ID: [chars]: elan id mismatch: LECS indicates [int], LES indicates [int]

Explanation The ELAN-ID returned by the LES does not match the value given by the LECS or by the CLI.

Recommended Action Check the ELAN-ID configurations specified in the LECS database and the LES. The mismatch may be the result of misconfiguration.

Error Message

%LANE-3-LES_ERROR: [chars]

Explanation A serious internal error has occurred with the LES or BUS.

Recommended Action Download the system error log. Then contact your Cisco technical support representative and provide the representative with the log, the error message, and the router configuration.

Error Message

%LANE-6-LES_INFO: [chars]

Explanation This is an informational message about the LES.

Recommended Action No action is required.

Error Message

%LANE-3-LSV_ADDR: [chars] elan [chars] unable to register LES/BUS ATM addr

Explanation The LANE server or BUS could not register its address with the ILMI.

Recommended Action Investigate why this error has occurred. The error may have occurred because a user-defined override address does not conform to the switch prefix or because there is a problem with the ATM switch with which the entity is registering.

Error Message

%LANE-3-LSV_BADAD: [chars] elan [chars] unable to compute [chars] ATM address

Explanation The software was unable to compute an ATM address based on the ATM address template given. The text in [brackets] will be either *BUS*, *server*, or *config server* in the actual error message.

Explanation Enter a correct ATM address template for the LANE component (*BUS*, *server*, or *config server*) named in the error message.

Error Message

%LANE-3-LSV_CRASH: [chars] elan [chars] unrecoverable error [chars]

Explanation A serious LES or BUS internal error has occurred.

Recommended Action Download the system error log. Then contact your Cisco technical support representative, and provide the representative with the log, the error message, and the router configuration.

Error Message

%LANE-4-LSV_LECID: [chars] elan [chars] LECIDs exhausted

Explanation The LANE server specified has 65,279 clients. No more can be added.

Recommended Action Change the configuration to avoid trying to have more than 65,279 LANE clients on this server.

Error Message

%LANE-3-NAMECHG: A LANE Client is already running here using another elan name

Explanation Both the LANE client and the LANE server or BUS may have an emulated LAN name specified in the configuration because of the use of the **lane server-bus** and **lane client** commands. If both client and server specify the emulated LAN name, the name cannot be changed by reentering just one of the commands.

Recommended Action Use the **no lane server-bus** command to delete the LANE server or the **no lane client** command to delete the client. Then reenter the other of the two commands with another emulated LAN name. Finally, reenter the deleted command with the new emulated LAN name.

Error Message

%LANE-3-NOILMI: ILMI service registration failed

Explanation The ILMI feature is either not included in the Cisco IOS software image running on the router or it is not functioning properly.

Recommended Action Download the system error log. Then contact your Cisco technical support representative, and provide the representative with the log, the error message, and the router configuration.

Error Message

%LANE-3-NOINT: [chars] still destroying old sub-interface

Explanation An attempt was made to create a new subinterface while a previous version of the subinterface was still being destroyed.

Recommended Action Wait a minute and try again. If failure still occurs, try shutting down the main interface. In extreme cases, recovery may require rebooting.

Error Message

%LANE-3-NOREGILMI: [chars] [chars] cannot register [time-of-day]j with ILMI

Explanation An attempt to register the given ATM address with the ATM switch has failed. This failure can occur because the ATM switch is down or configured incorrectly. The registration will be retried.

Recommended Action If the situation persists after a number of attempts, and the switch is up, the configuration of the switch and router should be examined. A likely cause is that the ATM address being registered is not compatible with the parameters configured in the switch. Correct the configuration.

Error Message

%LANE-3-TYPECHG: A LANE Client is already running here using another elan type

Explanation Both the LANE client and the LANE Server or BUS may have an ELAN type specified in the configuration as a result of using the **lane server-bus** and **lane client** commands as either Ethernet or Token Ring. If both are configured, specify the type; the type cannot be changed by reentering just one of the commands.

Recommended Action Use the **no lane server-bus** command to delete the BUS or the **no lane client** command to delete the client. Then the other of the two commands can be reentered with a new type. Finally, reenter the deleted command with the new type.

Error Message

%LANE-5-UPDOWN: [chars] [chars] [chars]: [chars] changed state to [chars]

Explanation A LANE component has changed state to up or down.

Recommended Action If this event is expected, take no action. Otherwise, contact a Cisco technical support representative.

LANMGR Messages

The following are IBM LAN Network Manager error messages.

Error Message

%LANMGR-4-BADRNGNUM: Ring number mismatch on [chars], shutting down the interface

Explanation The router has detected a conflict in the assigned ring numbers for the specified Token Ring. The RPS function was shut down to prevent potentially incorrect information from being sourced onto the ring.

Recommended Action Check all bridges connected to this Token Ring and ensure that they are using the same assigned ring number.

Error Message

%LANMGR-4-BADUPCALL: Unexpected call ([chars]) from LLC2 for Bridge [hex]-[hex]-[hex]

Explanation An internal software error has occurred.

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

%LANMGR-2-NOMEMORY: No memory available: [chars]

Explanation The requested operation has failed because of a low memory condition.

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

Error Message

%LANMGR-4-NORING: No ring info for [chars]

Explanation An internal software error has occurred.

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

%LANMGR-4-OLDTRAMON: Cannot run RPS on [chars], Old TRAMON code.

Explanation The software on this interface cannot support the functions required for LNM.

Recommended Action Contact your Cisco technical support representative about a firmware upgrade for this interface card.

LAPB Messages

The following are X.25 Link Access Procedure, Balanced (LAPB) error messages.

Error Message

%LAPB-3-BADPAYLOAD: Interface [chars], Invalid payload value: [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

%LAPB-4-CTRLBAD: Interface [chars], Invalid control field

Explanation A received FRMR has reported a frame with an invalid control code.

Recommended Action Check the serial line and the devices attached to the line.

Error Message

%LAPB-4-FRAMEERR: Interface [chars], Frame error: CF [hex], VS [dec] [char] VR [dec], Reason [hex]

Explanation A FRMR frame was received, indicating that a protocol violation has been detected. The Reason field will be interpreted by generating INFOBAD, CTRLBAD, N1TOOBIG, or INVNR messages immediately after this message; refer to the explanations for these messages for more information.

Recommended Action The protocol will recover by resetting the service. Resetting the device will disrupt any network service on top of FRMR. For example, X.25 virtual circuits will be cleared. Follow the recommended action for any error message that follow the FRMR reports. If service becomes unacceptable, check the serial line and its attached devices.

Error Message

%LAPB-4-INFOBAD: Interface [chars], Info field not permitted

Explanation A received FRMR frame reported that an information field was present in a frame on which no information field is allowed.

Recommended Action Check the serial line and the device attached to the line.

Error Message

%LAPB-4-INVNR: Interface [chars], Invalid NR value

Explanation A received FRMR reported a frame with an invalid N(R) value.

Recommended Action Verify that the equipment attached to the serial line is configured with the same K value (maximum number of outstanding I frames).

Error Message

%LAPB-4-N1TOOBIG: Interface [chars], N1 too large

Explanation A received FRMR reported an information frame that was too long.

Recommended Action Verify that the equipment attached to the serial line is configured with the same N1 value. N1 is in bits and includes the entire frame plus 16 bits of CRC. However, some equipment may require configuration in octets, the omission of the two CRC octets, or the omission of the three octets of LAPB control information.

Error Message

%LAPB-2-NOBUF: Interface [chars], no buffer available to [chars]

Explanation There was insufficient memory for the LAPB protocol engine to send a message.

Recommended Action This message is acceptable if it occurs infrequently, because the LAPB protocol is designed to handle the loss of frames. However, frequent occurrences of the problem can cause a disruption of service. Configure the system to ease the memory demands or, if conditions warrant, upgrade the system to a larger memory configuration.

Error Message

%LAPB-3-NOINPIDB: Input idb not set

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

%LAPB-3-NULLPAK: Interface [chars], NULL packet ptr, rvr [dec], vs [dec], vr [dec]

Explanation An internal software error has occurred.

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

LAPP_OFF Messages

The following are fax offramp calls error messages.

Error Message

%LAPP_OFF-2-INTERNAL_ERROR: Internal software error, [chars]

Explanation An internal software error has occurred.

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

%LAPP_OFF-4-LAPP_OFF_BAD_MESSAGE: LAPP_OFF- Bad message received

Explanation An unexpected message has been received.

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

%LAPP_OFF-6-LAPP_OFF_CAUSE_ABNORMAL: Call aborted

Explanation A call has been aborted.

Recommended Action No action is required.

Error Message

%LAPP_OFF-6-LAPP_OFF_CAUSE_NORMAL: Normal call clearing

Explanation A normal call clearing has occurred.

Recommended Action No action is required.

Error Message

%LAPP_OFF-6-LAPP_OFF_HANDOFF: T.37 Fax off-ramp call initiated

Explanation A fax offramp call has been initiated.

Recommended Action No action is required.

Error Message

%LAPP_OFF-2-LAPP_OFF_INTERNAL_ERROR: Internal software error, [chars], cid=[dec]

Explanation An internal software error has occurred.

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

%LAPP_OFF-4-LAPP_OFF_NO_SMTP: mmsp- Can't connect to the SMTP server

Explanation An attempt to create a connection to the specified SMTP server has failed.

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

%LAPP_OFF-4-LAPP_OFF_NO_SMTP_SEND: FAXMAIL- Could not send data to the SMTP server

Explanation A connection to the SMTP server has been created, but no data can be sent.

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

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

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

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

Error Message

%LAPP_OFF-4-SMTP_NOT_CONNECTED: SMTP- failed [chars], [dec]

Explanation An attempt to connect to a remote mail server has failed.

Recommended Action No action is required.

Error Message

%LAPP_OFF-6-SMTP_OPEN: SMTP- opening [chars], [dec]

Explanation A connection is being attempted.

Recommended Action No action is required.

LAPP_ON_MSGS Messages

The following are fax onramp calls error messages.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_AUTH_FAILED: User authentication failed

Explanation User authentication has failed.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_DMSP_DISCONNECTED: Document Media Service (DMSP) disconnected

Explanation The DMSP has been disconnected.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_DMSP_DISCONNECTED_NO_ROUTE: DMSP - no route - likely - ESMTP client did not connect to remote server

Explanation The ESMTP client did not connect to the remote server.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_FMSP_DISCONNECTED: Fax protocol (FMSP) disconnected

Explanation The FMSP has been disconnected.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_INTERNAL: Internal error occurred

Explanation An internal software error has occurred.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_NO_ESMTP_CONNECT: ESMTP client did not connect or lost connection to remote server

Explanation The ESMTP client did not connect to or has lost its connection to the remote server.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_NO_MEMORY: No memory available

Explanation A memory shortage has occurred.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_NORMAL: Normal call clearing

Explanation A normal call clearing operation has occurred.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_CAUSE_VTSP_DISCONNECTED: Telephony interface (VTSP) disconnected

Explanation The telephony interface has been disconnected.

Recommended Action No action is required.

Error Message

%LAPP_ON_MSGS-6-LAPP_ON_HANDOFF: T.37 Fax on-ramp call initiated

Explanation A fax onramp call has been initiated.

Recommended Action No action is required.

LAT Messages

The following are DEC Local Area Transport (LAT) error messages.

Error Message

%LAT-3-BADDATA: Tty[t-line], Data pointer does not correspond to current packet

Explanation An internal software error has occurred.

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

%LAT-3-BUFFULL: Tty[t-line], data buffer full with count [dec]

Explanation An internal software error has occurred.

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

%LAT-3-NOSYNC: Tty[t-line], Output data ptrs out of sync with byte count

Explanation An internal software error has occurred.

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

%LAT-3-NULLIDB: Null IDB pointer with destination [enet]

Explanation An internal software error has occurred.

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

%LAT-3-QBSPACED: Queue block at [hex] not found for HI connection

Explanation An internal software error has occurred.

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

%LAT-3-REUSE: Tty[t-line], Attempt to re-use slot array, empty = [dec], fill = [dec]

Explanation An internal software error has occurred.

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.

LC Messages

The following are line card error messages.

Error Message

```
%LC-3-BMA48ERR: [chars] BMA error: stat_reg [hex] adr [hex] data [hex] qm [hex]
plim [hex] l3 [hex] ms [hex] sdram [hex]
```

Explanation A software or hardware error has occurred on the line card in the Buffer Management ASIC. The Buffer Management ASIC provides packet buffering and buffer queue management functions to the line card.

Recommended Action Run diagnostic tests on the line card by entering the **diag slot-number verbose** command, with *slot-number* being the slot number of the line card, in privileged EXEC mode. Replace the card if it fails the diagnostic tests. Note that the line card will be disabled for the duration of the diagnostics. Enter the **hw-module slot reload** command in privileged EXEC mode if the card remains disabled after the tests. If the card passes the tests, consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If the problem still occurs after the upgrade, copy the error message text and the output of the diagnostic tests exactly as they appear on the console or in the system log, enter the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%LC-3-BMA48ERRS: [chars] BMA48 [chars] error [hex]
```

Explanation A software or hardware error has occurred on the line card in the Buffer Management ASIC. The Buffer Management ASIC provides packet buffering and buffer queue management functions to the line card.

Recommended Action Run diagnostic tests on the line card by entering the **diag slot-number verbose** command, with *slot-number* being the slot number of the line card, in privileged EXEC mode. Replace the card if it fails the diagnostic tests. Note that the line card will be disabled for the duration of the diagnostics. Enter the **hw-module slot reload** command in privileged EXEC mode if the card remains disabled after the tests. If the card passes the tests, consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If the problem still occurs after the upgrade, copy the error message text and the output of the diagnostic tests exactly as they appear on the console or in the system log, enter the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%LC-3-BMA48FIM: [chars] BMA48 [chars] error fim_cf_status [hex]; fim_df0: adr [hex] data [hex]; fim_df1: adr [hex] data [hex]; fim_df2: adr [hex] data [hex]; fim_df3: adr [hex] data [hex]
```

Explanation An error has occurred in the BMA.

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

```
%LC-3-BMABUFF: [chars] BMA has [int] buffers in queue [int] when maximum of [int] are allowed
```

Explanation The number of buffers in one of the BMA queues has overflowed.

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

```
%LC-3-BMACMDFTCH: Problem in BMA command fetching, status=[dec] [chars] BMA
```

Explanation The BMA has encountered problems as it tries to fetch the given command. Multiple occurrences of this message may indicate a hardware problem. The GRP should recognize that communication with the LC was lost and reload it.

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

```
%LC-3-BMACMDLOST: [chars] BMA has lost a command
```

Explanation The Buffer Management ASIC specified in the error message has lost a command. The Buffer Management ASIC provides packet buffering and buffer queue management functions to the line card. Multiple occurrences of this message may indicate a hardware problem. The GRP should recognize that communication with the LC was lost and reload it. These messages are merely informational; most of the time this message is received because of other issues occurring in the router. For example, a failed Clock Scheduler Card will cause a switch over to the redundant Clock Scheduler Card, and during the switchover, some line cards could report that a Buffer Management ASIC command was lost. All the messages appearing in the logs should be investigated as well, as they might indicate the reason of the failure.

Recommended Action If the analysis of the other messages does not indicate the reason of the problem or if there are only BMA-related error messages, an analytical troubleshooting procedure is required. Perform diagnostic tests on the line card by entering the **diag slot-number verbose** command, with *slot-number* being the slot number of the line card in privileged EXEC mode. Replace the card if it fails the diagnostic tests. Note that the line card will be disabled for the duration of the diagnostics. Enter the **hw-module slot reload** command in privileged EXEC mode if the card remains disabled

after the tests. If the card passes the tests, consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If the problem still occurs after the upgrade, copy the error message text and the output of the diagnostic tests exactly as they appear on the console or in the system log, enter the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%LC-3-BMACMDRPLY: Problem in BMA reply to command type [dec] [chars] BMA sequence no=[dec]
```

Explanation A command was sent to the Buffer Management ASIC but a problem occurred with the reply that was received from the Buffer Management ASIC. The Buffer Management ASIC provides packet buffering and buffer queue management functions to the line card. Multiple occurrences of this message may indicate a hardware problem. The GRP should recognize that communication with the LC was lost and reload it. These messages are merely informational; most of the time this message is received because of other issues occurring in the router. For example, a failed Clock Scheduler Card will cause a switch over to the redundant Clock Scheduler Card, and during the switchover, some line cards could report that there was a problem with a reply received from the Buffer Management ASIC. All the messages appearing in the logs should be investigated as well, as they might indicate the reason of the failure.

Recommended Action If the analysis of the other messages does not indicate the reason of the problem or if there are only BMA-related error messages, an analytical troubleshooting procedure is required. Perform diagnostic tests on the line card by entering the **diag slot-number verbose** command, with *slot-number* being the slot number of the line card in privileged EXEC mode. Replace the card if it fails the diagnostic tests. Note that the line card will be disabled for the duration of the diagnostics. Enter the **hw-module slot reload** command in privileged EXEC mode if the card remains disabled after the tests. If the card passes the tests, consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If the problem still occurs after the upgrade, copy the error message text and the output of the diagnostic tests exactly as they appear on the console or in the system log, enter the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%LC-3-BMAERR: [chars] BMA error: msstat [hex] dma0 [hex] dma1 [hex] dma2 [hex] qm [hex] plim [hex] fia [hex] l3 [hex] ms [hex] sdram [hex]
```

Explanation An error has occurred in the BMA.

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

%LC-3-BMAERRS: [chars] BMA [chars] error [hex]

Explanation A software or hardware error has occurred on the line card.

Recommended Action Run diagnostic tests on the line card by entering the **diag slot-number verbose** EXEC command, and replace the card if it fails the tests. Note that the line card will be disabled for the duration of the diagnostics. Use the **hw-module slot reload** EXEC command if the card remains disabled after the tests. If the card passes the tests, consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If the problem still occurs after the upgrade, copy the error message text and the output of the diagnostic tests exactly as they appear on the console or in the system log, enter the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LC-3-BMAERRSS: [chars] BMA [chars] error [hex] [chars] [hex]

Explanation A software or hardware error has occurred on the line card.

Recommended Action Run diagnostic tests on the line card by entering the **diag slot-number verbose** EXEC command, and replace the card if it fails the tests. Note that the line card will be disabled for the duration of the diagnostics. Use the **hw-module slot reload** EXEC command if the card remains disabled after the tests. If the card passes the tests, consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If the problem still occurs after the upgrade, copy the error message text and the output of the diagnostic tests exactly as they appear on the console or in the system log, enter the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LC-3-BMASDRAM_BADCAS_LATENCY: [chars] DIMMs do not support CAS latency needed.
got [hex]

Explanation The SDRAM DIMM modules that are installed in the BMA SDRAM DIMM sockets do not support the CAS latency required. CAS latency is specified in the DIMM EEPROM as a number. When converted to a binary number, each bit corresponds to one CAS latency. Bit 2 must be set to 1, indicating that a CAS latency of 3 is supported.

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

%LC-3-BMASDRAM_BADSIZE: [chars] DIMMs are of unsupported size. Read this: rows [dec], cols [dec], DIMM banks [dec], SDRAM Device banks [dec]

Explanation The SDRAM DIMM modules that are installed in the BMA SDRAM DIMM sockets are of an unsupported size.

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

%LC-3-BMASDRAM_BADWIDTH: [chars] DIMMs have unsupported data width, expected [dec], got [dec]

Explanation The SDRAM DIMM modules that are installed in the BMA SDRAM DIMM sockets have unsupported data width.

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

%LC-3-BMASDRAM_NOTMATCH: [chars] SDRAM DIMMs do not match

Explanation The SDRAM DIMM modules that are installed in “to Fabric” or “from Fabric” BMA DIMM0 and DIMM1 sockets do not match. The DIMMs on one side (to Fabric) could be different from the DIMMs on the other side (from Fabric), but the two DIMMs on the same side have to be identical. Also, all four DIMMs must be mounted and making proper contact.

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

%LC-3-BMAUCODE_GET: [chars] BMA: feature [chars], line card type "[chars]", could not get [chars] BMA microcode

Explanation When the **bma microcode download** command was issued, the given BMA microcode bundled in the image was not 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

%LC-3-BMAUCODE_LCTYPE: [chars] BMA: feature [chars], specified linecard type(s) ([hex]) != current ([hex])

Explanation When the **bma microcode download** command was issued, there was a mismatch between what was specified in the BMA microcode file and the current type of 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

%LC-3-BMAUCODE_NULL: Null downloaded BMA microcode

Explanation When the **bma microcode download** command was issued, the specified BMA microcode bundled in the image was not retrieved because it is null.

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

%LC-3-CARVE_BUFHDRS: [chars] BMA: out of SDRAM buffer headers

Explanation The system ran out of available SDRAM buffer headers as it attempted to carve buffers. This problem may have been caused by an SDRAM buffer carve failure.

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

%LC-3-CARVE_BUFSIZE: [chars] BMA: illegal specified/real SDRAM buffer size(s) = ([int], [int]). Range=([dec], [dec])

Explanation The calculated SDRAM buffer size (in bytes and including header and data portions) is not within the given range. This problem may have been caused by an SDRAM buffer carve failure.

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

```
%LC-3-CARVE_EXBUFS: [chars] BMA: [int] SDRAM buffers > max ([int])
```

Explanation The maximum number of SDRAM buffer headers has been exceeded. This problem may have been caused by an SDRAM buffer carve failure.

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

```
%LC-3-CARVE_EXFREEQS: [chars] BMA: [int] free queues > max ([int])
```

Explanation The number of free queues allowed for SDRAM buffer carving has been exceeded. This problem may have been caused by an SDRAM buffer carve failure.

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

```
%LC-3-CARVE_EXPCT: [chars] BMA: [int] sum SDRAM buffer percentages > 100
```

Explanation The sum of percentages per SDRAM buffer size has exceeded 100. This problem may have been caused by an SDRAM buffer carve failure.

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

```
%LC-3-CARVE_EXSDRAM: [chars] BMA: used SDRAM ([int] bytes) > available for carve ([int] bytes)
```

Explanation The calculated sum of SDRAM to be carved is larger than the available SDRAM for carving. This problem may have been caused by an SDRAM buffer carve failure.

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

```
%LC-4-CARVE_JVMASK: [chars] BMA: suspect return value [dec] on quiesce-for-carve
```

Explanation The BMA quiesce-for-carve algorithm retrieved a bad jump vector mask return value. This problem could indicate an error in the quiesce.

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

%LC-3-CARVE_NOFREEQS: [chars] BMA: no more free queues

Explanation There are no more available free queues that can be used for SDRAM buffer carve. This problem may have been caused by an SDRAM buffer carve failure.

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

%LC-3-CARVE_PARAMS: [chars] BMA: >= 1 SDRAM bufmem parameters == 0

Explanation An internal parameter error has occurred with one or more of the following SDRAM buffer memory parameters: maximum buffer header count or SDRAM sizes (total, not available for carve, and available for carve).

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

%LC-3-CARVE_QELEM: [chars] BMA: [int] Queue Manager SRAM elements > max ([int])

Explanation The system has run out of Queue Manager elements, which are used for synchronous SDRAM buffer carving. This problem may have been caused by an SDRAM buffer carve failure.

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

%LC-3-CARVE_QMREAD: BMA address [hex]: Queue Manager SRAM [hex], read error(s)

Explanation An error has occurred during the Queue Manager SRAM initialization. Reading one or more zeroed Queue Manager SRAM locations gave a nonzero result. Errors are possible in the head, tail, length, length threshold, buffer address, next queue element, and scratch RAM locations.

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

%LC-4-CARVE_TIME: [chars] BMA: quiesce-for-carve exceeded timeout ([dec] ms) in [chars] loop, [dec] times

Explanation The BMA quiesce-for-carve algorithm waits an allotted time for line card queues to flush. One or more waits have exceeded this allotted time. These queues are specific to the ASICs of the line card. This error message may not actually indicate an error; the allotted time may be insufficient and therefore may need to be increased.

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

%LC-3-DOWNREV: BMA is an old version.

Explanation The system software has detected an old version of the BMA.

Recommended Action Contact your Cisco technical support for an upgraded version of the BMA.

Error Message

%LC-3-IICDEV_NOTACKADDR: IIC Device [dec] failed to ack address

Explanation The BMA SDRAM DIMM has failed to acknowledge an address. An SDRAM IIC bus protocol 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

%LC-3-IICDEV_NOTACKREAD: IIC Device [dec] failed to ack read command

Explanation The BMA SDRAM DIMM has failed to acknowledge the **read** command. An SDRAM IIC bus protocol 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

%LC-3-IICDEV_NOTRESPOND: IIC Device [dec] does not respond, perhaps absent

Explanation The BMA SDRAM DIMM does not respond and perhaps is missing.

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

%LC-3-INIT_CARD_TYPE: Unknown card type ([hex])

Explanation A card either was manufactured improperly, has failed, or is newer than the software.

Recommended Action Replace the card or upgrade the software.

Error Message

%LC-3-INIT_MEM: Memory failure, addr [hex], read [hex][hex], not [hex][hex]

Explanation The initialization of the memory address 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

%LC-3-INIT_READ: Error reading memory at [hex]

Explanation The specified memory location could not be read.

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

%LC-3-INIT_RESET: Failed to take line card out of reset

Explanation The initialization of the line card I/O registers 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

%LC-3-INIT_ZERO: No bytes to write to location [hex]

Explanation No bytes were written to the specified location.

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

%LC-3-INVQ: Invalid local output queue: [hex] [hex] [hex] [hex] [hex] [hex]

Explanation The specified packet was routed to an invalid queue. The data shown in this message is the packet header.

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

%LC-3-L3FEERR: L3FE error: rxbma [hex] addr [hex] txbma [hex] addr [hex] dram [hex] addr [hex] io [hex] addr [hex]

Explanation An error has occurred in the Layer 3 Forwarding Engine ASIC of the line card. This message will occur along with another message that will provide more information about the location of the parity error.

Recommended Action If this message appears frequently, replace the line card. This message indicates a hardware issue with the Layer 3 forwarding engine on the line card.

Error Message

%LC-3-L3FEERRS: L3FE [chars] error [hex] address [hex]

Explanation An error has occurred in the Layer 3 Forwarding Engine) ASIC of the line card. This message will give the location of the parity error (most of the time the error occurred at the CPU DRAM).

Recommended Action If this message appears frequently, replace the line card. This message indicates a hardware issue with the Layer 3 forwarding engine on the line card.

Error Message

%LC-3-LC_CODE_DLD_ALLOC: Failed buffer allocation for code download

Explanation The system could not allocate a data buffer to contain the contents of the given line card file that was downloaded. There may be insufficient DRAM.

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

%LC-3-LC_CODE_DLD_CHKSUM: code download IPC data checksum error

Explanation The **glc code download** command has failed the checksum verification.

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

%LC-3-LC_CODE_PROG: no downloaded code to program

Explanation The **glc code download** command has failed. There is no downloaded code to program.

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

%LC-3-LC_FLASH_PROG_ALLOC: Can't allocate [chars]

Explanation When the **glc flash program** command was entered, the watch queue, buffer, or process creation 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

%LC-3-LOOKUP_COMPL: Hardware assist lookup error [hex] in memory encountered. hw [hex] sw [hex] ip [hex] root [hex] first [hex] second [hex] third [hex] leaf [hex]

Explanation Memory corruption 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

%LC-3-LOOKUP_RANGE: Hardware assist lookup error [hex] in memory encountered. hw [hex] sw [hex] ip [hex] root [hex] first [hex] second [hex] third [hex] leaf [hex]

Explanation Memory corruption 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

%LC-3-MACSTR: Adj/midb ([chars]) incorrect macstring: length=[dec], macstring=[hex]

Explanation The line card CEF or MDS has received an adjacency or midb that contains an invalid MAC rewrite string. Packets forwarded to that adjacency or midb will be dropped.

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

%LC-3-MLLC: Channel or Port [int]: [chars] malloc failure

Explanation A memory allocation failure has occurred on the LC.

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

%LC-3-OUTINFO: Adj/midb([chars]): incorrect output_info=[hex] maclen=[dec]

Explanation The line card CEF or MDS has received an adjacency or midb that contains an invalid OUTPU_INFO field. Packets forwarded to that adjacency or midb will be dropped.

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

%LC-3-PARITYERRTTM48: Parity error in memory encountered

Explanation A one-bit memory corruption 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

%LC-3-SELECTOR: [dec]: unknown BMA selector value

Explanation An unknown BMA selector value has been encountered.

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

%LC-1-TESTALERT: [chars]

Explanation This is a test message for a software test.

Recommended Action Stop issuing the test logger command.

Error Message

%LC-2-TESTCRIT: [chars]

Explanation This is a test message for a software test.

Recommended Action Stop issuing the test logger command.

Error Message

%LC-7-TESTDEBUG: [chars]

Explanation This is a test message for a software test.

Recommended Action Stop issuing the test logger command.

Error Message

%LC-0-TESTEMERG: [chars]

Explanation This is a test message for a software test.

Recommended Action Stop issuing the test logger command.

Error Message

%LC-3-TESTERR: [chars]

Explanation This is a test message for a software test.

Recommended Action Stop issuing the test logger command.

Error Message

%LC-6-TESTINFO: [chars]

Explanation This is a test message for a software test.

Recommended Action Stop issuing the test logger command.

Error Message

%LC-5-TESTNOTICE: [chars]

Explanation This is a test message for a software test.

Recommended Action Stop issuing the LC test logger command.

Error Message

%LC-4-TESTWARNING: [chars]

Explanation This is a test message for a software test.

Recommended Action Stop issuing the LC test logger command.

LCB Messages

The following are Line Control Block (LCB) event process error messages.

Error Message

```
%LCB-3-LOCKFAILURE: Multiple LCB event processes scheduled
```

Explanation The LCB event process has failed to lock the semaphore that is used to prevent multiple LCB processes from running. Multiple LCB processes have been scheduled to run when they should not have been allowed to run at the same 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

```
%LCB-3-QUEUEFAILURE: LCB process unable to create event queue
```

Explanation The system could not create an LCB event queue, and the LCB process has quit. The operating system was unable to allocate adequate RAM space for the queue.

Recommended Action Try entering the command again after a few minutes. If the problem persists, it indicates a lack of RAM space. The router image may require more RAM than the router contains.

LCCEF Messages

The following are ATM Cisco express forwarding (CEF) adjacency error messages.

Error Message

```
%LCCEF-3-MACSTR: adjacency ([chars]) has incorrect high word ([hex]) in its mac string
```

Explanation The CEF line card has received an adjacency with an incorrect MAC rewrite string. Packets forwarded to that adjacency will be dropped.

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

```
%LCCEF-3-OUTINFO: adjacency ([chars]) has incorrect output_info ([hex]) field
```

Explanation The CEF line card has received an adjacency with an incorrect OUTPUT_INFO field. Packets forwarded to that adjacency will be dropped.

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.

LCCOREDUMP Messages

The following are line card core dump subsystems error messages.

Error Message

```
%LCCOREDUMP-3-BADCLOSE: Can't close slave core socket for slot [dec]
```

Explanation The system has just finished dumping a core file from a line card. The system tried and failed to close the core file on the remote system.

Recommended Action Verify the network connections and user privileges.

Error Message

```
%LCCOREDUMP-3-BADOPEN: Can't open slave core socket for slot [dec]
```

Explanation The system wants to dump a core file to a remote system, but the system is unable to open the remote file.

Recommended Action Ensure that the remote system is accessible and that the protocol is set up correctly.

Error Message

```
%LCCOREDUMP-3-BADWRITE: Can't write [chars] to slave core socket for slot [dec]
```

Explanation The system is trying to write a core dump file to a remote system. The file was opened, and an error has occurred during a write to the file.

Recommended Action Verify that the network is functioning and that there is available disk space.

Error Message

```
%LCCOREDUMP-2-EOM: Cannot allocation memory for [chars]
```

Explanation The system cannot allocate memory for the core dump subsystem.

Recommended Action Add more memory.

Error Message

%LCCOREDUMP-3-ILLNVGEN: Illegal call to bflc_cfg_coredump_nvgen

Explanation The NVGEN routine was called, but NVGEN was not set.

Recommended Action Gather information about the processes running on this GSR, including the traceback, and contact your Cisco technical support representative.

Error Message

%LCCOREDUMP-3-ILLPAK: Coredump packet received from slot [dec] (not in dump state)
[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
[hex] [hex]

Explanation The RP has received a core dump packet from a line card that should not be dumping core.

Recommended Action Gather information about the state of the line cards and contact your Cisco technical support representative.

Error Message

%LCCOREDUMP-3-ILLTD: Testdump only valid on line cards (not allowed on RPs)

Explanation You cannot run a line card core dump test for an RP.

Recommended Action Do not try to run a line card core dump test for an RP.

Error Message

%LCCOREDUMP-6-LERP: Cannot configure linecard exceptions for [chars] RP

Explanation The **exception line card** commands can be used only to configure exceptions on a line card. You cannot use an exception line card command to configure RP core dumps.

Recommended Action Use the **exception** command without a line card specified to configure RP core dumps.

Error Message

%LCCOREDUMP-3-NOMCP: Cannot malloc memory for mbus core dump message to slot [dec]

Explanation The system is trying to write a core dump file to a remote system, but it could not allocate memory to create the message that starts the core dump process.

Recommended Action Add memory.

Error Message

%LCCOREDUMP-4-NOMDD: [chars] core dump for slot [dec] (Cannot modify during dump)

Explanation The system is currently dumping a core file for this line card. You cannot modify core dump configuration during a core dump.

Recommended Action Wait for the core dump to finish.

Error Message

%LCCOREDUMP-3-NOPAK: No packet on queue ([hex] [dec])

Explanation The RP has received a core dump packet from a line card that should not be dumping core.

Recommended Action Gather information about the state of the line cards and contact your Cisco technical support representative.

Error Message

%LCCOREDUMP-3-NOPROC: Unable to create data handler process

Explanation The system is attempting to write a core dump file to a remote system, but it is unable to start a process to dump the file.

Recommended Action Gather information about the number of processes running, including the amount of memory in the system, and contact your Cisco technical support representative.

Error Message

%LCCOREDUMP-3-NOQUEUE: Cannot create queue to receive dump packets for slot [dec]

Explanation The system is trying to write a core dump file to a remote system. It could not create a queue to hold dump data coming from the line cards.

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

Error Message

%LCCOREDUMP-4-TIMEOUT: [chars] ([hex] [dec])

Explanation The system is trying to write a core dump file, but the RP timed out while the system was waiting for the data from the line card.

Recommended Action Gather information about the line card and contact your Cisco technical support representative.