

MBUS Messages

The following are maintenance bus (Mbus) error messages.

Error Message

```
%MBUS-3-BADCLK: Slot [dec] does not see fabric clock from [chars]  
Card will not operate on fabric using this clock
```

Explanation The slot does not see the fabric clock. The slot must see the fabric clock from at least one of the CSCs. If just one CSC is present, the card must synchronize to that clock to operate on the fabric. If two CSCs are present, the following cases are possible. If the CSCs were configured to be redundant, the card will function if it can synchronize to at least one of the clocks. The card will be configured to use that clock in the nonredundant mode. If the CSCs are not redundant (when one CSC is defective), the whole chassis will be configured for one of the two CSCs and all the cards must synchronize to the primary CSC. A card that has failed to synchronize to the selected primary CSC will not operate over the fabric. Note that if two CSCs are present, they will be configured as redundant unless the clocks fail to lock. That error message should have been reported earlier in the process.

Recommended Action Verify that the card is seated correctly. Try to reset or power-cycle the card. Run diagnostics for the card if possible. If the condition persists, copy the error message exactly as it appears along with previous error messages and report it to your Cisco technical support representative.

Error Message

```
%MBUS-0-CLKFAIL: Switched Primary Clock to [chars] ; FS error in slot [int]
```

Explanation A hardware failure has occurred. The primary clock for the system had to be switched because frame synchronization errors were detected in the specified slot. The switch will take place under the conditions described below. Note that when the switch to a new clock is made, the RP and CSC combination is not known to have failed previously. The switch is made when the following are true:

- The GRP/primary CSC detects frame synchronization failures.
- The GLC/SFC/Secondary CSC detects frame synchronization failures. These switchovers are rate-limited to once every 10 minutes.

A card can cause only one switchover. The inability of the card to detect frame synchronizations from the primary clock is a catastrophic failure that makes it inoperable on the fabric. The condition will usually manifest itself as a CRC error in the FIA, resulting in transfer errors over the fabric.

Recommended Action Run diagnostics on the specified card and the original primary CSC if possible. If fabric errors persist, remove the CSC, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MBUS-2-CLKSTATUS: Slot [dec] [chars]

Explanation The slot clock has changed its redundancy state. If the card has lost its redundancy state, it can still operate with the other clock. This problem may be localized to the line card or may be a global event caused by a malfunctioning CSC card. In the latter case, all line cards will show this condition.

Recommended Action Verify that the other clock is correctly using the **show controller clock** command.

Error Message

%MBUS-2-CLKSYNC: [chars] could not lock to [chars]. Clocks could not be configured as redundant

Explanation An attempt to lock the fabric clocks has failed. A hardware failure has occurred. This message indicates that clock or scheduler redundancy cannot be achieved in this configuration. If this failure occurs during the boot process, the system primary clock will be chosen by a majority rule; that is, the primary clock will be the clock to which the majority of the cards are synchronized. If this failure occurs during an OIR event, the initial primary clock will be maintained. Cards that do not synchronize to the selected primary clock will not operate over the fabric. Use the **show controller clock** command to check the clock configuration for the individual cards.

Recommended Action Replace or reinsert the CSCs and try again. If the condition 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

%MBUS-3-CSCCLK: Fab CLOCK FPGA in Slot [dec] did not see all Fabric Clocks.
 FAB_CLK_FPGA_fabClkSts Register = [hex] If bit 0 of the register is set implies clk_0 is bad if bit 1 of the register is set implies clk_1 is bad Fabric Clocks could not be configured as redundant.

Explanation There are two CSCs in the system, but they cannot synchronize with each other. They are therefore configured as nonredundant.

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

Error Message

%MBUS-3-CSC_ONLY: Slot [dec] can only have CSC cards

Explanation Slots 16 and 17 can contain only CSCs.

Recommended Action Remove any card that is not a CSC from the specified slot. If you are sure it is a CSC card, verify that the EEPROM is programmed correctly. To read the EEPROM contents, use the **show diags details** command and report the output to your Cisco technical support representative.

Error Message

%MBUS-6-CSC_OVER_BKPL: [chars] overriding backplane nvram chassis type [chars]

Explanation The CSC represents a different chassis type from what is programmed into the chassis backplane NVRAM.

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

Error Message

%MBUS-6-DISCOVERED_CARDS: [dec] [chars] present in [hex] (bitmask)

Explanation This message reports the list of discovered cards.

Recommended Action No action is required.

Error Message

%MBUS-2-DNLDFAIL: [chars] download to slot [dec]

Explanation The specified image could not be downloaded to the card. The card will be automatically reset and the download retried.

Recommended Action Try resetting, power-cycling, or reinserting the card. If the condition 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

%MBUS-0-DOWNREV: [chars] [dec] [chars]

Explanation The specified module is of a downlevel version. This fabric downloader, MBUS Agent RAM or another component could be the cause of this condition. The error message text specifies more information regarding this condition.

Recommended Action Ensure that the fabric downloader or the other version specified in the error message text is synchronized with the one from the current Cisco IOS software release that is running on the primary GRP. Enter the **upgrade all slot-number** command, with *slot-number* being the slot number of the line card, to synchronize the version of the MBUS agent RAM, the fabric downloader, and other components on the line card. A system reload will correct this condition most of the time. However, in some rare circumstances, a power cycle is required to recover the line card. Ensure that enough route memory is present on the line card to support your Cisco IOS software release. More information is available at “Upgrading Line Card Firmware on a Cisco 12000 Series Router” at the URL <http://www.cisco.com/warp/public/63/17.html>.

Error Message

%MBUS-3-EEPROM: Failed read EEPROM location [hex] in slot [dec] [chars]

Explanation An attempt to read the EEPROM contents in the specified slot has failed. The line card is most likely not recognized.

Recommended Action Ensure that the line card is supported in your current Cisco IOS software release. Attempt to reseat the line card. If the EEPROM is still not recognized, the **upgrade all slot-number** command, with *slot-number* being the slot number of the line card, to synchronize the version of the MBUS agent RAM, the fabric downloader, and other components on the line card. You might also reload or power cycle the router to try to recover the line card. If the problem still occurs, copy the error message text 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

%MBUS-6-FABCONFIG: Switch Cards [hex] (bitmask) Primary Clock is [chars] Fabric Clock is [chars] Bandwidth Mode : [chars]

Explanation The Switching fabric (both SFC and CSC) is configured as specified in the error message text. The primary clock is either a CSC0 (slot 16) or CSC1 (slot17). The fabric clock might be redundant if a second Clock Scheduler Card is present. The bandwidth mode might be full if at least 4 SFCs or CSCs are used. More information on this messages can be found at “Cisco 12000 Series Internet Router: Switch Fabric” at the URL http://www.cisco.com/warp/customer/63/arch_12000_switchfabric.html#1.-Redundancy and Bandwidth.

Recommended Action This is an informational message only. No action is required.

Error Message

%MBUS-0-FAB_FAILURE: Unrecoverable fabric error detected on switch card [int]

Explanation Errors have been detected by the line card or RP from the specified switch card. However, because of the lack of redundancy in the fabric, this card cannot be removed.

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

Error Message

%MBUS-0-FABINIT: Failed to initialize switch fabric infrastructure

Explanation The switch fabric infrastructure has failed to initialize. At least one CSC must be detected and configured.

Recommended Action Insert a CSC card. If a CSC card is present, verify that it is seated correctly and power-cycle or reboot the Internet router. If the condition 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

%MBUS-6-FIA_CONFIG: Switch Cards [hex] (bit mask); Primary Clock [chars]

Explanation The FIA was configured as specified in this message.

Recommended Action No action is required.

Error Message

%MBUS-6-FIA_STATE: [chars]

Explanation The FIA has been halted.

Recommended Action No action is required.

Error Message

%MBUS-2-FIRMWARE: RAM version download to slot [dec] failed

Explanation The RAM version of the MBus agent firmware could not be downloaded to specified slot. This message may be caused by either a software or a hardware bug.

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

Error Message

%MBUS-3-GETMSGFAIL: Failed getting process message from MBUS device [int] --
[chars]

Explanation An MBus message and an error message were sent back. 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

%MBUS-0-GRP_NO_FRAMESYNC:

Explanation The GRP has not seen the frame synchronizations within the required intervals. The GRP must see frame synchronizations every 1.04 milliseconds.

Recommended Action Power-cycle the Internet router. If condition 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

%MBUS-6-GRP_STATUS: [chars] [dec] [chars]

Explanation This message provides GRP master or slave status information.

Recommended Action No action is required.

Error Message

%MBUS-3-INSUFF_BW: Insufficient fabric bandwidth to launch and operate card in slot [dec]

Explanation Some line cards (for example, 4 Port E.D. Packet over SONET OC-12c/STM-4 and 1 Port E.D. Packet over SONET OC-48c/STM-16) cannot operate in quarter-bandwidth mode. Full fabric bandwidth must be available to launch and operate these line cards. Full fabric bandwidth is typically achieved by either one CSC and three SFCs, or two CSCs and two SFCs. To obtain fully redundant, full-fabric bandwidth, you must use a configuration of two CSCs and three SFCs. In any case a minimum of one CSC and three or more additional switch cards (CSC or SFC) are required for full-fabric bandwidth.

Recommended Action Make sure the CSCs and SFCs are properly inserted and in good working condition. Ensure that there is a total of four working switch cards and that at least one switch card is a CSC. If any switch card is missing or nonoperational, contact your Cisco technical support representative.

Error Message

%MBUS-3-IOSCRASH: Slot [dec]

Explanation The ROM monitor reports that the Cisco IOS software on the line card has crashed.

Recommended Action The line card is automatically reset by the GRP. If the problem persists, try reinserting the line card. If this error message recurs, run diagnostics on the line card.

Error Message

%MBUS-2-LAUNCHERR: [chars] for Slot [dec] status [hex]

Explanation The specified module could not be successfully launched.

Recommended Action Reset the line card. If the condition persists, copy the error message exactly as it appears, along with previous error messages and report it to your Cisco technical support representative.

Error Message

%MBUS-3-MISMATCHED_FABCONF: Master GRP Fabric Config: Switch Cards [hex] Master Clock [hex] Line Card [dec] Fabric Config: Switch Cards [hex] Master Clock [hex]

Explanation The fabric configurations for the cards are assigned by the master GRP. The configurations may be temporarily different during reconfiguration of fabric (such as the insertion, removal, or malfunction of switch cards) because the GRP has changed its configuration but has not

yet notified the line card. The line card may modify its FIA configuration without changing its bandwidth mode. In addition, it is permissible for the line card to have a different primary clock if there are two CSCs that are configured as redundant.

Recommended Action No action is required.

Error Message

```
%MBUS-6-MODEL_INVALID: Chassis Model invalid [dec] (CSC types([hex],[hex])
invalid for override)
```

Explanation The model type programmed into the backplane NVRAM was invalid. The CSCs in the chassis also contained invalid model types.

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

Error Message

```
%MBUS-3-MSGTOOBIG: MBUS message length too big (dev=[int],type=[int],len=[int])
```

Explanation An MBus message received exceeds the maximum size of 254 bytes. This error indicates a software defect.

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

Error Message

```
%MBUS-0-NOCARDS: No Cards detected in slots 1 - [dec]
```

Explanation No cards were detected. At least the GRP must be discovered by the MBus.

Recommended Action Power-cycle the Internet router and retry. 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

```
%MBUS-0-NOCSG: [chars]
```

Explanation At least one CSC must be present in the system.

Recommended Action If necessary, insert a CSC in slot 16 or 17 and reboot the system. 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

%MBUS-0-NOFABCARD: There must at least be a CSC card in slot 16 or 17.

Explanation No fabric card was detected in the system.

Recommended Action If necessary, insert a CSC in slot 16 or 17 and reboot the system. 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

%MBUS-3-NOFABCLK: Slot [dec] does not see any fabric clock
Card will not operate on fabric

Explanation The slot must see the fabric clock from at least one of the CSCs.

Recommended Action Reset, power-cycle, or reinsert the card. If the error persists, copy the error message exactly as it appears, along with previous error messages. and report it to your Cisco technical support representative.

Error Message

%MBUS-0-NOIMAGE: [chars]

Explanation The image was missing in the bundle linked with this Cisco IOS image. The image is required for downloading. A missing image usually signifies a build 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.

Error Message

%MBUS-3-NOPROCESS: Failed creating User LED Process

Explanation The call to create a user LED process failed when creating the process used to handle the timers for the user commands to write to the LEDs. The only effect of this failure is that the user commands to write LED messages will not work, but there may be more serious problems if the Cisco IOS software is having trouble creating processes during initialization.

Recommended Action Reboot the router. If the condition persists but is confined to this process, ignore the problem and continue.

Error Message

%MBUS-2-NORESPONSE: From [chars] agent. [chars]

Explanation The interface to the MBus agent firmware is no longer responding. 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

%MBUS-6-OIR: [chars] [chars] [dec]

Explanation An OIR event was detected as specified in the message.

Recommended Action No action is required.

Error Message

%MBUS-0-OLD_SCA: Old SCA found on clock switch card (CSC) in slot [dec]

Explanation The CSC is an old or nonproduction card.

Recommended Action Obtain a new CSC from your Cisco technical support representative.

Error Message

%MBUS-3-READREG: Failed to read register [hex] in slot [dec] [chars]

Explanation An attempt to read the register in the specified slot has failed.

Recommended Action Check other error messages that follow.

Error Message

%MBUS-5-REBOOT: [chars] [dec] [chars]

Explanation The line card is being reset because it was not downloaded or configured by this GRP. The GRP must be able to synchronize with the line card state in order to prevent a reset of the entire chassis on every boot of the GRP. This condition will also occur when the GRP is booted with a newer (potentially incompatible) version of Cisco IOS software. The line card will be reset and a compatible image downloaded.

Recommended Action Avoid a reboot of the GRP when the line cards are configured and running.

Error Message

%MBUS-3-REGISTER: Status change from unknown register [hex] in slot [dec] Value = [hex]

Explanation A register that was not being monitored has indicated a status change. This is probably a software error.

Recommended Action If the condition 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

%MBUS-0-REGISTRY: Failed to create registry [chars] [chars]

Explanation The specified registry could not be created. This is a catastrophic error for this feature. This condition requires the intervention of a Cisco software developer for a solution.

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

Error Message

%MBUS-3-SC_REMOVED: Switch card [int] being removed from fabric configuration.

Explanation Errors have been detected by the line card or the RP from the switch card specified in this log message. This card has been removed from the fabric configuration and has been powered down.

Recommended Action Remove or replace this clock switch card and contact your Cisco technical support representative.

Error Message

%MBUS-0-SELFDISCOVER: Unknown GRP slot number. Power cycle the GSR and retry

Explanation At least the local GRP must be discovered by the MBus.

Recommended Action Power-cycle the Internet router and retry.

Error Message

%MBUS-3-SFC_ONLY: Slot [dec] can only have SFC cards

Explanation Slots 18 through 20 can contain only SFCs.

Recommended Action Remove cards that are not SFCs from the specified slot. If you are sure it is an SFC, verify that the EEPROM is programmed correctly. Use the **show diags details** command to read the EEPROM contents and report it to your Cisco technical support representative.

Error Message

%MBUS-3-SFLOCK: CSC in Slot [dec] failed to phase lock CSC_FPGA_MCLK = [hex] bit 5 of the register is set Fabric Clocks could not be configured as redundant

Explanation The specified CSC was to be designated as the secondary clock, but it failed to phase-lock with the primary clock. The primary and secondary clocks are therefore not configured in the redundant mode.

Recommended Action Copy the error message exactly as it appears, along with previous error messages, and report it to your Cisco technical support representative.

Error Message

%MBUS-6-STATECHANGE: New state is '[chars]'

Explanation The dial shelf interface changed state with respect to MBus control and became either a master or a slave. In a dial shelf with just one DSI, it must always be a master.

Recommended Action This message is informational only. No action is required.

Error Message

%MBUS-6-SWITCHED_FABCLK: Slot [dec] switched to [chars]

Explanation The selected clock has changed state on the card. If the slot was configured with a redundant clock, then this is the new clock for this card. It should continue functioning in nonredundant mode. If the redundancy mode is maintained, the clock should not switch (unless there is an external user specification or command forcing it to do so).

Recommended Action No action is required.

Error Message

%MBUS-3-TIMEOUT: Timed out waiting for Mbus response from device [int] -- [chars]

Explanation An MBus message that was sent has timed out while waiting for a response. This error could be caused by possible hardware or software problems. Some of the hardware that could cause this problem are the MBus module on RP, the slot it was sending the message to, and the GRP.

Recommended Action If the message is infrequent, no action is necessary. If the problem always is associated with a single slot or MBus device, Cisco recommends that you replace the MBus module or the whole FRU (such as the line card or power supply). If the problem is associated with many different slots or MBus devices, it is recommended that you replace the RP MBus module or the whole GRP. If replacing hardware does not solve the problem, or if the problem is persistent or involves frequent timeouts, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MBUS-3-UNKNOWN_REGISTER: Status change message for register [hex] in slot [dec], value = [hex]

Explanation The MBus agent for the specified slot has reported a status change for a register that is no longer being monitored.

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

Error Message

%MBUS-6-UNUSED_SFC: In slot [dec]

Explanation The set bandwidth mode does not require the specified SFC. The switch fabric card will be ignored for the configuration. Removing the SFC will not alter the system performance.

Recommended Action Ensure that the bandwidth mode of the fabric is the expected bandwidth.

Error Message

%MBUS-3-WAKEUP: Could not set wake up reason (pid=[int]) -- [chars]

Explanation The process wakeup reason was changed while sending an MBus message and waiting for a response. An error has occurred in getting the current wakeup reason for the process. This problem was caused by an error in the scheduler or some other software bug in the MBus code.

Recommended Action Report this problem to a Cisco technical support representative, providing the exact error message text in addition to the traceback that accompanies it. If the problem recurs frequently, reload the router.

MBUS_SYS Messages

The following are maintenance bus (Mbus) system error messages.

Error Message

%MBUS_SYS-3-ENQUEUE: Failed to queue message from slot [dec] stream [dec]

Explanation An attempt to queue a message from the interrupt for process-level software has failed. The message will be dropped. The dropped message indicates a potential problem in the MBus process-level message handling. This error can occur if there are problems with the MBus process specifically or with Cisco IOS process-related issues generally. This error may also happen if the MBus process is not scheduled for extended periods of time and there is heavy MBus traffic.

Recommended Action If this is a persistent problem, either the MBus process is dead or there are other Cisco IOS-related problems. Consider rebooting the GRP if possible.

Error Message

%MBUS_SYS-3-MAXSIZE: Message from slot [dec] stream [dec] of length [dec] > max message size [dec]

Explanation A message from a slot has exceeded the maximum message size of 254 bytes and therefore will be dropped. This error should not happen during normal operation.

Recommended Action To verify the functionality of MBus, use the **show mbus counters** and the **show mbus can-error** commands. If any particular card shows errors and this condition persists, try reloading the card if possible. The error counts in the **show mbus** command can be cleared using the **clear mbus-statistics** command.

Error Message

```
%MBUS_SYS-3-MSGINVCHN: MBUS invalid channel selected  
(dev=[int], type=[int], channel=[dec], len=[int])
```

Explanation The software tried to send a message on an invalid MBus channel.

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

Error Message

```
%MBUS_SYS-3-MSGTOOBIG: MBUS message length too big  
(dev=[int], type=[int], len=[int])
```

Explanation The software tried to send a message with a length greater than the maximum message size of 254.

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

Error Message

```
%MBUS_SYS-3-NOBUFFER: Message from slot [dec] in stream [dec] dropped
```

Explanation A message from the slot was dropped because there were no MBus buffers available. Either the messages are coming too fast or the process-level message handling is not processing the messages quickly enough.

Recommended Action This condition should correct itself. Check to see if the GRP is being inundated by messages from the chassis. If the condition persists, consider rebooting the GRP.

Error Message

```
%MBUS_SYS-3-NOCHANNEL: Failed to allocate MBUS channel for over 10 secs
```

Explanation No MBus channel could be allocated for sending messages. Either there is very heavy MBus traffic or there is a hardware problem. If traffic is temporarily heavy, the condition will clear itself. In case of hardware errors, either the MBus agent has failed or the hardware interface to the mailbox is not processing the messages. Resetting the processor, including the agent, may clear the problem. If the problem persists, the card probably has hardware problems and needs diagnosis.

Recommended Action Power-cycle the card. If the problem persists, the card may be defective and should be replaced.

Error Message

%MBUS_SYS-3-REASSEMBLY: Error slot [dec], stream [dec] [chars]

Explanation A reassembly error was detected for the given slot and stream combination. Either the slot-and-stream combination was incorrect (so it gave an invalid reassembly buffer index) or the first and last (or last few) packets were lost. The message will be dropped and may cause errors for the application running over the MBus.

Recommended Action This condition should correct itself. No action is required.

Error Message

%MBUS_SYS-0-REGISTRY: Failed to create registry [chars]
[chars]

Explanation The specified registry could not be created. The inability to create the registry is a catastrophic error for this feature. This condition requires the intervention of a Cisco software developer for a solution.

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

Error Message

%MBUS_SYS-3-SEQUENCE: Sequencing error (slot [dec], stream [dec]): expected [dec],
received [dec]

Explanation An incorrect sequence number was detected in a multi-packet message. This error could occur if one or more packets were dropped or the source packetized the message incorrectly.

Recommended Action Check to see if there is excessive MBus activity, such as copious printing from a line card. To determine the lost message count, use the **show mbus counters** command.

Error Message

%MBUS_SYS-3-TIMEOUT: Timeout on mbus request. Dest = [int], type = [int], addr =
[hex]

Explanation No response was received from an MBus request. This request was for either an EEPROM field or a register 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

%MBUS_SYS-3-TXERR: Failed to transmit MBUS message for over 10 secs

Explanation Message could not be transmitted because all the transmit buffers have been full for more than 10 seconds. This may be a temporary problem if there is heavy MBus traffic. Otherwise, the error probably indicates a hardware problem. Either the MBus agent is not responding or the hardware interface is not generating interrupts.

Recommended Action If this is a persistent problem, power-cycle the card. If the problem still continues, it is likely to be a hardware problem that requires diagnosis.

Error Message

%MBUS_SYS-3-UNEXPECTED: Unexpected response key = [int], current key = [int]

Explanation An unexpected response to a read register or to a read EEPROM was 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.

MC3810_DSX1 Messages

The following are MC3810 DSX1 subsystem error messages.

Error Message

%MC3810_DSX1-3-ERROR: [chars]

Explanation An internal software error has occurred.

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

Error Message

%MC3810_DSX1-5-MC3810_NOTICE: [chars]

Explanation This is a notification message.

Recommended Action This message is for informational purposes only. No action is required.

MCAST Messages

The following are Layer 2 multicast error messages.

Error Message

%MCAST-6-GC_LIMIT_EXCEEDED: IGMP snooping was trying to allocate more Layer 2 entries than what allowed ([dec])

Explanation The allocation of Layer 2 entries has been limited in order to conserve system resources.

Recommended Action To set the limit of Layer 2 entries, enter the **ip igmp snooping l2-entry-limit** configuration command. Increasing the value of the *max-entries* argument could cause a reload by increasing the use of system resources.

Error Message

%MCAST-6-IGMP_CGMP_MODE: IGMP snooping now is running in IGMP_CGMP mode on vlan [dec]

Explanation IGMP snooping has detected a switch or a router that uses the CGMP protocol. As a result, IGMP is now running in IGMP_CGMP mode so that other devices that use CGMP protocol can function.

Recommended Action No action is required.

Error Message

%MCAST-6-IGMP_ONLY_MODE: IGMP snooping now is running in IGMP_ONLY mode on vlan [dec]

Explanation IGMP snooping is now running on a network where there are no devices that use the CGMP protocol. Because IGMP snooping does not have to support the CGMP protocol, it is running in IGMP_ONLY mode.

Recommended Action No action is required.

MDS Messages

The following are multicast distributed switching error messages.

Error Message

```
%MDS-2-LC_INIT: Error initializing linecard
```

Explanation System resources could not be allocated on the line card.

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

```
%MDS-2-LC_INVALID_MROUTE_MSG: Unknown message received from RP
```

Explanation The route processor has sent an unrecognized route event.

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

```
%MDS-2-LC_INVALID_MSG: Unknown IPC received from RP
```

Explanation The route processor has sent an unrecognized message type.

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

```
%MDS-2-LC_INVALID_SIZE: Unknown IPC size received from RP
```

Explanation The route processor has sent an invalid IPC size.

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

%MDS-2-LC_NOIPCBUFFR: No IPC buffers available for messages to be sent to the RP

Explanation The IPC subsystem has run out of buffers.

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

%MDS-3-ROUTECOUNT_ZERO: Multicast route count reached zero

Explanation The running count of multicast routes is zero. The running count should be a number other than zero.

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

Error Message

%MDS-4-ROUTELIMIT: [int] routes exceeded multicast route-limit of [dec]

Explanation The number of multicast routes has exceeded the maximum configured number. New routes cannot be added unless the configuration is changed.

Recommended Action If multicast traffic has priority on this router, use the **ip multicast route-limit** command to increase the number of multicast routes. Otherwise, no action is required.

Error Message

%MDS-2-RP: [chars]

Explanation The route processor either cannot allocate memory or has missing data.

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

MEMSCAN Messages

The following are memory scan error messages.

Error Message

```
%MEMSCAN-2-BSSREG: Parity error([hex]) found in imagebss region
```

Explanation A parity error was found in the Business Support System region of memory.

Recommended Action Schedule a reboot of the system to clear memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

```
%MEMSCAN-2-DATAREG: Parity error([hex]) found in imagedata region
```

Explanation A parity error was found in the data region of the memory.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

```
%MEMSCAN-3-DUPERR: Another parity error([hex]) found in bolck([hex]). Not scrubed
```

Explanation Multiple parity errors have been found in a memory block.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

```
%MEMSCAN-3-INHEAD: Parity error([hex]) found in block header
```

Explanation A parity error has been found in the block header.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-INPREV: Parity error([hex]) found in block field **previous

Explanation A parity error has been found in a critical field of a block header.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-INUSE: Parity error([hex]) found in busy block([hex])

Explanation A parity error has been found in a busy block that cannot be scrubbed or removed.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-6-LINKED: Error([hex]) block([hex]) linked, size [dec]

Explanation A parity error was found in a free block that could not be scrubbed. The free block has been moved so that it cannot be accessed again.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-6-MSCRUBED: Parity error([hex]) scrubbed multiple times

Explanation Multiple parity errors were found at the specified address.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-6-SCRUBED: Parity error([hex]) scrubbed

Explanation One or more memory parity errors were found and scrubbed.

Recommended Action No action is required.

Error Message

%MEMSCAN-6-SPLIT: Error([hex]) block([hex]) split, bad block([hex]) linked, size [hex]

Explanation A parity error was found in a free block that could not be scrubbed. The free block has been fragmented, and the fragment that contains the parity error has been moved so that it cannot be used again.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-2-TEXTREG: Parity error([hex]) found in imagetext region

Explanation A parity error was found in the text region of memory.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

Error Message

%MEMSCAN-3-UNKNOWN: Parity error([hex]) found in other(unknown) region

Explanation A parity error was found in an unknown region of the memory.

Recommended Action Schedule a reboot of the system to clear the memory as soon as possible. An attempt to remove the parity error during the normal operation of the router will cause it to reload. If more parity errors are found at this address after the reboot, replace the DRAM in the router or the processor board.

MGCP Messages

The following are Media Gateway Control Protocol (MGCP) error messages.

Error Message

%MGCP-2-INTERNAL_CRITICAL: [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

%MGCP-3-INTERNAL_ERROR: [chars]

Explanation An internal software error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. 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

%MGCP-4-INTERNAL_WARNING: [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.

MGCP_APP Messages

The following are Media Gateway Control Protocol (MGCP) application-specific error messages.

Error Message

%MGCP_APP-6-CALL_REC_DATABASE_FAILED: Failed to create call record database

Explanation An attempt to create a call record database has failed.

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

Error Message

%MGCP_APP-6-CCAPI_APP_REGISTER_FAILED: Failed to register MGCP Application with CCAPI

Explanation An attempt to register the MGCP application with the CCAPI has failed.

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

Error Message

%MGCP_APP-6-DNS_QUEUE_FAILED: Failed to create DNS message watched queue

Explanation An attempt to create a DNS message watched queue has failed.

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

Error Message

%MGCP_APP-6-ENDPT_DATABASE_FAILED: Failed to create endpoint database

Explanation An attempt to create the endpoint database has failed.

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

Error Message

%MGCP_APP-6-EVT_NODE_ALLOC_FAILED: Failed to allocate memory for event node

Explanation A memory allocation for the event node has failed.

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

Error Message

%MGCP_APP-6-GEN_INIT_FAILED: Failed to initialize MGCP services

Explanation An attempt to initialize MGCP services has failed.

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

Error Message

%MGCP_APP-6-GEN_INIT_NO_IP_INTF_FAILED: Suspended initialization of MGCP services. No IP interface up yet

Explanation The initialization of MGCP services has been suspended. No IP interface has been brought up yet.

Recommended Action Ensure that there is at least one interface configured with an IP address.

Error Message

%MGCP_APP-6-PROCESS_CREATION_FAILED: Cannot create MGCP application process

Explanation An attempt to create the MGCP application process has failed.

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

Error Message

%MGCP_APP-6-RTP_SERVICES_INIT_FAILED: Failed to start VOIP call leg

Explanation An attempt to start a VOIP call leg has failed.

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

Error Message

%MGCP_APP-6-SOCKET_OPEN_FAILED: Failed to open UDP port for MGCP

Explanation An attempt to open a UDP port for the MGCP process has failed.

Recommended Action Ensure that no other application is using the same UDP port number.

Error Message

%MGCP_APP-6-SYS_QUEUE_FAILED: Failed to create MGCP system message watched queue

Explanation An attempt to create the MGCP system message watched queue has failed.

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

Error Message

%MGCP_APP-6-TFTP_QUEUE_FAILED: Failed to create TFTP message watched queue

Explanation An attempt to create the TFTP message watched queue has failed.

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

MICA Messages

The following are Modem ISDN Channel Aggregation (MICA) error messages.

Error Message

%MICA-3-BADIMAGE: Cannot download version [chars] on module [dec]

Explanation The block information that is necessary for downloading modem firmware is missing for the indicated firmware version.

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

Error Message

```
%MICA-3-BADMODEM: Modem [dec] went bad
```

Explanation Run-time checks for modem health have determined that the indicated modem is no longer functional. The loss of functionality was caused by a hardware or software error.

Recommended Action 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

```
%MICA-3-BADMODULE: Module in socket [dec] is of unknown type (board-id=[dec])
```

Explanation The modem module in the socket indicated by the message is invalid, possibly because the serial EEPROM on the module was not programmed correctly.

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** output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-BADMSG: Bad msg from modem([dec]/[dec]): opcode/arg = [hex]/[hex]
```

Explanation A message that was not expected by the driver has been received from the modem. If the hardware is newer than the software, this could mean that a new response cannot be handled. Otherwise, it is possible that data corruption has occurred in the hardware.

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** output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%MICA-3-BADPARAM: Modem [dec]: [chars] while handling [chars].
```

Explanation The modem state machine has received a bad parameter, as indicated by the error message.

Recommended Action 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

%MICA-3-BADRXOPCODE: Bad mail message opcode from modem [dec]: opcode = [hex]

Explanation A message that has an illegal operation code was received from the specified modem.

Recommended Action 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

%MICA-3-BADTXOPCODE: Bad tx mail message opcode = [hex]

Explanation An attempt has been made to send a message that has an illegal operation code to the specified modem.

Recommended Action 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

%MICA-3-BOARD_DL_FAIL: Slot [dec] Boardware download failed because of [chars], all modems are marked bad

Explanation A MICA modem has failed to download its onboard software. This error was probably caused by a communication error between the router and the MICA hardware.

Recommended Action Try power-cycling the router. 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

%MICA-5-BOARDWARE_RUNNING: Slot [dec] is running boardware version [char].[char].[char].[char]

Explanation This message indicates the successful startup of the onboard software on one MICA modem port.

Recommended Action No action is required.

Error Message

%MICA-1-BOOTFLASH: [chars]

Explanation A MICA modem firmware download file is not found in boot Flash 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.

Error Message

%MICA-1-BRDCRASHED: Slot [dec] MICA Board Crashed, Going to Recover

Explanation A MICA modem board has crashed. The router will automatically restart and reload.

Recommended Action 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

%MICA-1-BRDINITFAIL: Slot [dec] MICA Board Init Failed : [chars]

Explanation A MICA modem board has failed to reset and initialize.

Recommended Action 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

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

Explanation A software error has occurred. As a result, an unexpected packet was prepared for transmission and dropped.

Recommended Action 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

%MICA-3-CRASH: Runtime error on MICA module [dec] Hex [dec]

Explanation A software error that involves the modem firmware running on the specified modem module 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

%MICA-3-INBANDNAK: Inband NAK from modem [dec] -- payload [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

Explanation An in-band message that was sent to the specified modem has been rejected.

Recommended Action 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

%MICA-3-INBAND_UNKNOWN_OPCODE: Inband message with unknown opcode received from modem [dec] -- payload [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

Explanation An in-band message that has unknown operation code has been received from the specified modem.

Recommended Action 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

%MICA-6-INIT: Modem module [dec] initialized

Explanation The indicated modem module has been successfully initialized.

Recommended Action No action is required.

Error Message

%MICA-3-INVALID_PARAM: Mica sent invalid stack address or length, MICA module [dec], addr [hex], length [dec]

Explanation A run-time error has occurred on the MICA, causing it to send an invalid stack address or length.

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

Error Message

%MICA-3-MODEMBAD: Modem number [dec]/[dec] is bad, Error code is [hex]

Explanation A message from the MICA modem driver indicates that the specified modem is bad.

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

Error Message

%MICA-5-MODEM_RECOVERY: Modem ([dec]/[dec]) is being recovered by [chars]

Explanation The specified modem has been repeatedly failing to connect and is subsequently being recovered.

Recommended Action No action is required.

Error Message

```
%MICA-5-MODEM_RECOVERY_FAIL: Modem ([dec]/[dec]) recovery failed: [chars]
```

Explanation Modem recovery has failed.

Recommended Action No action is required.

Error Message

```
%MICA-3-NAK: NAK from modem [dec] in state [dec] -- payload [hex]
```

Explanation A message sent to the specified modem has been rejected.

Recommended Action 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

```
%MICA-3-NOBOARDWARE: Boardware is not bundled in this IOS image
```

Explanation This Cisco IOS image does not contain the onboard software necessary for MICA modems.

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

Error Message

```
%MICA-3-NOBUF: No msg buffer for Modem([dec]/[dec]) in [chars]:[dec]
```

Explanation The MICA software was unable to allocate a packet buffer. The system may be out of memory.

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

Error Message

```
%MICA-3-NOENTRIES: Exhausted [chars] DMA entries for module [dec]
```

Explanation The software structures that are used to drive the DMA engines were temporarily exhausted while attempting the task specified in the error message. As a result of this error, the task was aborted.

Recommended Action 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

```
%MICA-3-NOIDB: No IDB structure for modem [dec]
```

Explanation A software structure was found in an unexpected state during the run time for the specified modem.

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

Error Message

```
%MICA-3-NOMAILLEMENTS: Exhausted free mail elements for modem_num [dec]
```

Explanation The software structures that are used to receive and transmit messages from the MICA modems were temporarily exhausted.

Recommended Action 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

```
%MICA-3-NOMEMORY: Failed To Allocate Memory for MICA modem mgmt
```

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

```
%MICA-3-NOPPPCTX: No PPP context structure for modem [dec]
```

Explanation A software structure was found in an unexpected state during the run time for the specified modem.

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

Error Message

```
%MICA-3-NORXPAK: Static receive paktype unavailable
```

Explanation A software structure was found in an unexpected state during the run time for the specified modem.

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

Error Message

%MICA-3-NOTPLX: Bad vendor id from PLX 9060SD -- value was [hex]

Explanation A hardware error involving the PCI interface chip 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

%MICA-3-NOTTY: No TTY structure for modem [dec]

Explanation A software structure was found in an unexpected state during the run time for the indicated modem.

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

Error Message

%MICA-3-PORTWARE: Bad version [chars] portware: [chars]

Explanation Verification tests could not confirm the firmware image for the specified version of modem firmware that is bundled into the modem card 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.

Error Message

%MICA-4-PWDL_FILENOTFOUND: Slot [dec] Module numbers [chars] are running default IOS image, file [chars] not found in flash

Explanation The MICA modem onboard software was provided from the running Cisco IOS software image because the boardware could not be found in Flash memory.

Recommended Action No action is required.

Error Message

%MICA-3-PWDNLDTO: Portware download timed out for module [dec]

Explanation The diagnostic message that is expected back from a MICA modem after a successful download and initialization of the modem firmware was not received within the allotted 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

%MICA-3-RCR: Slot [dec] Looking for [hex], but reading [hex]

Explanation The MICA driver has timed out while waiting for a specific response.

Recommended Action 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

%MICA-3-RESTART: Attempting restart of modem module [dec]

Explanation The specified modem module had a run-time error and therefore was reset. An attempt is now being made to restart the modem module.

Recommended Action No action is required.

Error Message

%MICA-3-TXDESCLIMIT: Packet descriptor count ([dec]) exceeds transmit ring size

Explanation The packet to be sent needed more descriptors than were available on the transmit ring, and the packet was dropped.

Recommended Action 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

%MICA-3-UNEXPEVT: Modem([dec]/[dec]) Unexpected Event: [chars] in [chars]

Explanation An error that was not expected by the driver has been reported by the modem hardware.

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

Error Message

%MICA-3-UNKNINBAND: Unknown inband msg from modem ([dec]/[dec]): opcode = [hex]

Explanation An unknown in-band message has been received from the indicated modem.

Recommended Action 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

%MICA-5-UNKNMODEM: Unknown modem module in Slot [dec] - Modem Module [dec]

Explanation A MICA modem module has an uninitialized cookie. This error may be caused by a manufacturing error or a problem on the modem module itself.

Recommended Action Replace the modem module.

Error Message

%MICA-3-WRONGMODULE: Module in socket [dec] (board-id=[dec]) is [chars] module; card is not [chars] card

Explanation The modem module in the specified socket is inappropriate for the modem card on which it is installed.

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.

MIF68840 Messages

The following are PCI MC68840 FDDI port adapter error messages.

Error Message

%MIF68840-1-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

%MIF68840-3-NOTMIF68840: Bay [dec] device ID seen as [hex], expected [hex]

Explanation The FDDI 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

```
%MIF68840-5-NOTSUPPORTED: '[chars]' command on [chars]
```

Explanation The requested device or port is not supported as a FDDI interface.

Recommended Action No action is required.

Error Message

```
%MIF68840-3-OWNERR: [chars] packet buffer, pak=[hex]
```

Explanation This message indicates an internal software inconsistency.

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.

MIMIC Messages

The following are MCOM integrated modem network module error messages.

Error Message

```
%MIMIC-3-CONFIGFAIL: The MCOM integrated modem network module in slot [dec] failed to configure. [chars]
```

Explanation The MCOM integrated modem 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

```
%MIMIC-3-CONTROLLERFAIL: The MCOM integrated modem network module controller in slot [dec] [chars].
```

Explanation The MCOM integrated modem 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

%MIMIC-3-DISCOVER: The MCOM integrated modem network module in slot [dec] failed to initialize properly.

Explanation The MCOM integrated modem network module hardware may be defective.

Recommended Action Power down, reinsert the network module, and reboot the system. 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

%MIMIC-3-DOWNLOAD_ERR: The [chars] firmware download for the network module in slot [dec] failed.

Explanation The MCOM integrated modem 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

%MIMIC-3-INVALID_PCI_ID: The network module hardware reports an invalid [chars] device id of [hex].

Explanation The MCOM integrated modem 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

%MIMIC-3-MODEM_RESET_ERR: The modem in slot [dec] port [dec] failed to reset (status = [hex]).

Explanation The MCOM integrated modem 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

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

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

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

Error Message

%MIMIC-3-SPECIALCDINUSE: Unable to reset MCOM integrated modem [dec]/[dec].

Explanation A critical error has occurred, and the device driver has unsuccessfully attempted to reset the modem.

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

Error Message

%MIMIC-4-UNKNOWNPLATFORM: The MCOM integrated modem subsystem is not compatible with this router.

Explanation The network module is not compatible with the current platform into which it is plugged.

Recommended Action Power down, remove the network module, and reboot the system.

MISTRAL Error Messages

The following are Mistral ASIC error messages.

Error Message

%MISTRAL-3-COR_MEM_ERR: Correctable DRAM memory error. Count [dec], log [hex]

Explanation A correctable error has occurred in the DRAM system.

Recommended Action If additional DRAM errors do not occur, no action is required. 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

%MISTRAL-3-DUMP: Mistral Global Registers Dump

Explanation This message provides information regarding the internal state of the Mistral ASIC.

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

Error Message

%MISTRAL-3-ERROR: Error condition detected: [chars]

Explanation This message provides information regarding an error condition detected by the Mistral ASIC.

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

Error Message

%MISTRAL-3-FATAL: An unrecoverable error has been detected. The system is being reset.

Explanation The Mistral ASIC has detected an unrecoverable error condition.

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

Error Message

%MISTRAL-3-INFO1: [chars]=[hex]

Explanation This message provides information regarding the internal state of the Mistral ASIC.

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

Error Message

%MISTRAL-3-INFO2: [chars]=[hex] ([hex])

Explanation This message provides information regarding the internal state of the Mistral ASIC.

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

Error Message

%MISTRAL-3-INVALID_SEND: Invalid send operation (packet on [chars])

Explanation An internal error caused an illegal call to a device driver.

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

Error Message

%MISTRAL-3-INV_TX_PACKET: [chars]: packet neither on IBL nor on OBL

Explanation The packet to be transmitted is neither on the Input Buffer Logic, including the memory for the incoming packet cache, nor on the Output Buffer Logic, including the output buffer 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.

Error Message

%MISTRAL-3-MORE_COR_ERR: [chars] [dec] correctable DRAM memory errors in previous hour

Explanation Multiple correctable errors have occurred in the system DRAM

Recommended Action Reboot the system at the next convenient time. If the error persists after the system reboot, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MISTRAL-3-NOBUF: Dropping the packet.

Explanation The Mistral ASIC receive buffer pool has been exhausted. No further input packets can be processed until some buffers are returned to the pool.

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

Error Message

%MISTRAL-3-RESET: Resetting Mistral due to [chars]

Explanation The Mistral ASIC is being reset because of internal 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.

MK5 Messages

The following are MK5025 serial controller error messages.

Error Message

```
%MK5-1-BADRING: Bad [chars] ring size
```

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

```
%MK5-1-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

```
%MK5-1-INITNOPPRIM: Unit [dec], initialization failure - No CSR1_PPRIM_INIT_CONF,  
csr1 = [hex]
```

Explanation The hardware has failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

```
%MK5-1-INITUERR: Unit [dec], initialization CSR1_UERR failure, csr1=[hex]
```

Explanation The hardware has failed to initialize correctly.

Recommended Action Repair or replace the controller.

Error Message

```
%MK5-5-LINEFLAP: Unit [dec] excessive modem control changes
```

Explanation Too many modem control interrupts have been received. The port was disabled to prevent excessive use of the CPU.

Recommended Action Check the cable on the serial port.

Error Message

%MK5-1-MEMERR: Unit [dec], memory error, csr[dec]=[hex]

Explanation A network serial interface has detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%MK5-1-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

%MK5-3-OUTENCAP: Unit [dec], bad output packet encapsulation: [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

%MK5-3-PLSTERR: Unit [dec], provider primitive lost, csr0=[hex], csr1=[hex]

Explanation A network serial interface has detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%MK5-3-PPRIMERR: Unit [dec], unexpected provider primitive, csr0=[hex],
csr1=[hex]

Explanation A network serial interface has detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%MK5-3-SPURPPRIMERR: Unit [dec], spurious provider primitive interrupt,
csr0=[hex], csr1=[hex]

Explanation A network serial interface has detected a hardware problem.

Recommended Action Repair or replace the controller.

Error Message

%MK5-3-UPRIMERR: Unit [dec], user primitive error, csr0=[hex], csr1=[hex]

Explanation A network serial interface has detected a hardware problem.

Recommended Action Repair or replace the controller.

MMODEM Messages

The following are integrated modem network module error messages.

Error Message

%MMODEM-3-HWFAIL: Cannot determine hardware version for integrated modem Network Module in slot [dec].

Explanation The integrated modem network module hardware may be bad.

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

Error Message

%MMODEM-3-IMAGEBAD: Integrated modem image file [chars] cannot be loaded.

Explanation The integrated modem override file does not contain valid images.

Recommended Action The integrated modem network module will be loaded with the default software images. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MMODEM-3-IMAGEHWINCOMPATMAX: Integrated modem image file [chars] cannot be loaded because it requires a minimum integrated modem Network Module hardware version between [hex] and [hex], inclusive.

Explanation The integrated modem override file is not compatible with the present version of Cisco IOS software that is running on this router. This override file can be used only with specified network module hardware versions. The integrated modem network module will be loaded with the default software images.

Recommended Action No action is required.

Error Message

%MMODEM-3-IMAGEHWINCOMPATNOMAX: Integrated modem image file [chars] cannot be loaded because it requires a minimum integrated modem Network Module hardware version of [hex].

Explanation The integrated modem override file is not compatible with the present version of Cisco IOS software that is running on this router. This override file can be used only with specified network module hardware versions. The integrated modem network module will be loaded with the default software images.

Recommended Action No action is required.

Error Message

%MMODEM-3-IMAGEIOSINCOMPATMAX: Integrated modem image file [chars] cannot be loaded because it requires an IOS version between [dec].[dec]([dec].[dec]) and [dec].[dec]([dec].[dec]), inclusive.

Explanation The integrated modem override file is not compatible with the present version of Cisco IOS software that is running on this router. This override file can be used only with the specified versions of Cisco IOS software. The integrated modem network module will be loaded with the default software images.

Recommended Action No action is required.

Error Message

%MMODEM-3-IMAGEIOSINCOMPATNOMAX: Integrated modem image file [chars] cannot be loaded because it requires an IOS version of [dec].[dec]([dec].[dec]) or later.

Explanation The integrated modem override file is not compatible with the present version of Cisco IOS software that is running on this router. The integrated modem network module will be loaded with the default software images.

Recommended Action If you wish to use this modem override image file, you must upgrade to the specified version of Cisco IOS software.

Error Message

%MMODEM-3-IMAGEWRONGTYPE: Integrated modem image file [chars] cannot be loaded

Explanation The integrated modem override file does not contain valid firmware images. The integrated modem network module will be loaded with the default software images.

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

MODEM Messages

The following are router shelf modem management error messages.

Error Message

```
%MODEM-4-B2BABORT: Modems ([chars]) and ([chars]) back-to-back test: aborted
```

Explanation This tracing message indicates that a back-to-back test has failed between the connection of two specified MICA modems.

Recommended Action Perform more back-to-back tests by pairing the failed modems with other modems to determine which modem is defective. Check the failed modems again after performing a power-cycle. 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

```
%MODEM-5-B2BCONNECT: Modems ([chars]) and ([chars]) connected in back-to-back test: [chars]
```

Explanation A back-to-back test connection has been made between the selected modems. The test is still in progress.

Recommended Action No action is required.

Error Message

```
%MODEM-5-B2BINIT: Auto Back-to-Back test initiated by [chars]
```

Explanation This tracing message indicates that an automatic back-to-back test has been initiated by the specified MICA modem.

Recommended Action This is a debug message only. No action is required.

Error Message

```
%MODEM-5-B2BMODEMS: Modems ([chars]) and ([chars]) completed back-to-back test: success/packets = [dec]/[dec]
```

Explanation The reported modems have passed the back-to-back test without any errors.

Recommended Action No action is required.

Error Message

%MODEM-1-BADEVENT: Invalid modem management [chars] event [hex] for modem([chars])

Explanation The modem management facility has received an unrecognized event.

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

Error Message

%MODEM-1-BADMODEM: Modem ([chars]) failed [chars]

Explanation A software or hardware problem has been detected on a modem. The specific modem and reason are listed in the message.

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

Error Message

%MODEM-4-BADMODEMS: Modems ([chars]) and ([chars]) failed back-to-back test:
[chars]

Explanation The two modems reported in the message have failed a back-to-back test. At least one of the modems is defective.

Recommended Action Perform more back-to-back tests by pairing the failed modems with other modems to determine which modem is defective. Check the failed modems again after performing a power cycle. 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

%MODEM-5-CLEAR_NVRAM_NO_FLASH: modem ([dec]/[dec]) downloaded from Bundled IOS

Explanation The DSP software for the specified modem was downloaded from a bundle linked with this Cisco IOS image because the modem software was unavailable from NVRAM.

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

Error Message

%MODEM-5-CONFIG: Configurations "fast-answer" and "country [chars]" conflict.
Configuration "fast-answer" disabled.

Explanation The fast-answer configuration conflicts with the country setting. The country setting has been given priority and the fast-answer setting has been disabled.

Recommended Action No action is required.

Error Message

%MODEM-1-DL_DSP_FAIL: Modem ([dec]/[dec]) failed DSP download ([dec]): [chars]

Explanation The digital signal processor download 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

%MODEM-5-DL_DSP_GOOD: Modem ([dec]/[dec]) completed DSP download: [chars]

Explanation The digital signal processor download was successful.

Recommended Action This message is informational only. No action is required.

Error Message

%MODEM-5-DL_DSP_START: Modem ([dec]/[dec]) started DSP download

Explanation The digital signal processor download has started.

Recommended Action This message is informational only. No action is required.

Error Message

%MODEM-1-DL_FAIL: Firmware download failed for slot [dec] module_mask [hex]

Explanation The modem modules did not send back an “initialized” message after the download.

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

Error Message

%MODEM-1-DL_FAIL_FILE_XFER: Firmware download failed for slot [dec] module_mask [hex] due to file transfer error

Explanation The download of a portware file to the modem card over DSIP as part of a modem firmware upgrade attempt has timed out and has failed to complete successfully.

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

Error Message

%MODEM-5-DL_GOOD: Modem ([chars]) completed firmware download: [chars]

Explanation The specified modem has succeeded in downloading its internal microcode.

Recommended Action No action is required.

Error Message

%MODEM-1-DL_LOSS_FAIL: Firmware download failure for slot [dec] module [dec]

Explanation The portware download for the module was previously deferred. A later portware download attempt has failed because the information required for the download was lost.

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

Error Message

%MODEM-1-DL_PROC_FAIL: Portware download process creation failed

Explanation A portware download process creation 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

%MODEM-5-DL_START: Modem ([chars]) started firmware download

Explanation The specified modem has begun downloading its internal microcode.

Recommended Action No action is required.

Error Message

%MODEM-5-FLEXIBLE: [chars]

Explanation This message type is created for all messages that have simple ASCII text and do not take any parameters. The message provides details of the 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

%MODEM-1-MBRI_HWREV: The MBRI network module in slot [dec] is incompatible with the digital modems installed in the router.

Explanation The MBRI network module in the specified slot cannot be used with digital modems.

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

Error Message

%MODEM-3-MODEM_INFO_CREATE_FAIL: Unable to create modem infos for slot [dec]

Explanation During OIR of this board, an attempt to create the modem information failed because of lack of memory.

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

Error Message

%MODEM-1-MODEMOK: Modem ([dec]/[dec]) [chars]

Explanation This message indicates that the modem is working properly.

Recommended Action No action is required.

Error Message

%MODEM-5-MODEM_OK: Modem ([chars]) passed the test

Explanation Tests on the specified modem were successful.

Recommended Action No action is required.

Error Message

%MODEM-1-MODEMPOLLOFF: Modem Status Poll Off after bad status poll event [hex] for modem ([dec]/[dec])

Explanation Modem status polling has been turned off because a bad event was 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

%MODEM-5-MODEM_RECOVERY: Modem ([chars]) [chars]

Explanation This message provides modem recovery information.

Recommended Action No action is required.

Error Message

%MODEM-5-MODEM_RECOVERY_DL: Slot [dec], Module [dec]: [chars]

Explanation This message provides module download information.

Recommended Action No action is required.

Error Message

%MODEM-5-MODEM_RECOVERY_PROCESS: [chars]

Explanation This message provides modem recovery process information.

Recommended Action No action is required.

Error Message

%MODEM-3-MODEMSTART_OUTOFMEM: Error -- Unable to allocate memory to startup modem board in slot [dec]

Explanation A memory shortage has prevented a modem board startup process from completing.

Recommended Action Issue the **show memory** command and copy the command output that reports the amount of processor and I/O memory usage. Provide this information, along with the output from the **show version** command, to your Cisco technical support representative.

Error Message

%MODEM-5-NO_FLASH_FILE: Flash file [chars] not found for DSP download

Explanation The **copy flash modem** command was used to download Microcom modems, but the user later erased the Flash file. The digital signal processor code will be downloaded from the bundled Cisco IOS software.

Recommended Action No action is required.

Error Message

%MODEM-4-NO_TIME_FOR_DC: Warning -- Not enough time to process DC session

Explanation The direct-connect session did not have enough time to complete.

Recommended Action 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

%MODEM-1-PRI_HWREV: The T1 or E1 network module in slot [dec] is incompatible with the digital modems installed in the router.

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

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

Error Message

%MODEM-3-PWDNLDPROC: Portware download manager process start-up failed

Explanation The attempt to start up the portware download manager process at initialization time has failed. As a result, portware download requests cannot be processed.

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

Error Message

%MODEM-3-UNEXPECTED_DC_EV: Error -- dc state machine received unexpected event=[dec] for modem([dec]/[dec])

Explanation The direct-connect session has received an unexpected modem management event.

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

Error Message

%MODEM-3-UNEXPECTED_DC_STATE: Error -- dc state machine in unknown state=[dec] for modem([dec]/[dec])

Explanation The direct-connect state machine is in an unknown 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

%MODEM-3-UNEXPECTED_RTN_CD_FROM_SND: Error -- unexpected rtn code [dec] after oobp snd for modem([dec]/[dec])

Explanation After an OOBP message was sent to the specified modem, an unexpected return code was 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

%MODEM-3-UNEXPECTED_STATUS_EV: Error -- status state machine received unexpected event=[dec] for modem([chars])

Explanation The status-polling state machine of the modem management subsystem has received an undefined event for or from the specified modem.

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

Error Message

%MODEM-3-UNEXPECTED_STATUS_STATE: Error -- status state machine in unknown state=[dec] for modem([chars])

Explanation The status-polling state machine of the modem management subsystem for the specified modem has entered an undefined 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.