

# MODEMCALLRECORD Messages

The following are Modem Call Record messages.

**Error Message**

%MODEMCALLRECORD-3-PM\_CALL\_RECORD\_ERROR: [chars]

**Explanation** The modem call record log is too large and exceeds the capacity of the system log.

**Recommended Action** No action is required.

**Error Message**

%MODEMCALLRECORD-3-PM\_NO\_CALL\_RECORD\_BUF: [chars]

**Explanation** A failure to allocate a buffer for building the modem call record has occurred.

**Recommended Action** No action is required.

**Error Message**

%MODEMCALLRECORD-6-PM\_TERSE\_CALL\_FAILED\_RECORD: [chars]

**Explanation** A terse modem call record could not be created.

**Recommended Action** No action is required.

**Error Message**

%MODEMCALLRECORD-6-PM\_TERSE\_CALL\_RECORD: [chars]

**Explanation** A terse modem call record was created.

**Recommended Action** No action is required.

# MODEM\_HIST Messages

The following are router shelf modem history and tracing messages.

**Error Message**

%MODEM\_HIST-7-CONTROL:  
[chars]: Control Reply: [hex][hex]

**Explanation** A reply to a control message was received. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-CSM_IC_CALLED_NUM:  
[chars]: ISDN incoming called number: [chars]
```

**Explanation** The number of the ISDN line that is receiving a call has been displayed. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-CSM_IC_CALLING_NUM:  
[chars]: ISDN incoming caller number: [chars]
```

**Explanation** The number of an incoming ISDN caller has been displayed. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-3-CSM_MODEMDEAD:  
[chars]: Modem failed to go ONHOOK/OFFHOOK, Marking OOS
```

**Explanation** The modem has failed to disconnect and then be connected after a specified amount of time. The modem has been marked as out of service so that it can be recovered. This is a trace log event only.

**Recommended Action** No action is required.

**Error Message**

```
%MODEM_HIST-7-CSM_OC_CALLED_NUM:  
[chars]: ISDN outgoing called number: [chars]
```

**Explanation** A dialed ISDN number has been displayed. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-3-DC_EVT_POLL:  
[chars]: DC session response: [chars]
```

**Explanation** A DC session response event has occurred. This is a trace log event only.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-DC\_SESSION:  
[chars]: DC Session received reply

**Explanation** The DC session has received a reply. This is a trace log event only.

**Recommended Action** No action is required.

**Error Message**

%MODEM\_HIST-3-END\_CALL: [chars] Modem [dec]/[dec] [chars]

**Explanation** The end of the modem call has occurred. This is an informational message only.

**Recommended Action** Copy the error message exactly as it appears 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\_HIST-7-MICA\_DEBUG\_EVT:  
[chars]: [chars]:

**Explanation** A host debug event has been reported by the specified MICA modem. This is a tracing message only.

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

**Error Message**

%MODEM\_HIST-7-MICA\_DYNAMIC\_EVT:  
[chars]: [chars]: [chars]

**Explanation** A dynamic event has been reported by the specified MICA modem. This is a tracing message only.

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

**Error Message**

%MODEM\_HIST-7-MICA\_END\_CONN\_EVT:  
[chars]: [chars]: [chars]

**Explanation** An end-connection event from the specified MICA modem has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-MICA_LEAD_EVT:  
[chars]: [chars]:[chars], [chars], [chars], [chars]
```

**Explanation** A lead event has been reported by the specified MICA modem. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-MICA_OOS_EVT:  
[chars]: [chars]  
[chars] Cause: [chars]
```

**Explanation** An out-of-service event from the specified MICA modem has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-MICA_STARTUP_EVT:  
[chars]: [chars] [chars].  
[chars] Modem firmware = [dec].[dec].[dec].[dec]
```

**Explanation** A successful startup of the specified MICA modem has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-MICA_STATE_EVT:  
[chars]: [chars]  
[chars] State: [chars]
```

**Explanation** A state event has been reported by the specified MICA modem. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-MICA_STATIC_EVT:  
[chars]: [chars]: [chars]
```

**Explanation** A static event has been reported by the specified MICA modem. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-MICA_STATUS_EVT:  
[chars]: [chars]: [chars].  
[chars] Modem firmware = [dec].[dec].[dec].[dec]
```

**Explanation** A status event has been reported by the specified MICA modem. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_ANALOG:  
[chars]: Modem Analog signal event: TX = [dec], RX = [dec], Signal to noise = [dec]
```

**Explanation** A change in the status of an analog signal has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_CALLER_ID:  
[chars]: Caller ID event: [chars]
```

**Explanation** Caller ID data has been received. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_CONN_1:  
[chars]: Connection event: TX/RX Speed = [int]/[int], Modulation = [chars]
```

**Explanation** The establishment of a connection has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_CONN_2:  
Direction = [chars], Protocol = [chars], Compression = [chars]
```

**Explanation** This message is a continuation of the connection state tracing message.

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

**Error Message**

```
%MODEM_HIST-7-POLL_CONX_UPDATE:  
[chars]: Connection update event: TX/RX Speed = [int]/[int], Modulation = [chars]
```

**Explanation** A connection state change has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-3-POLL_DSP_NEEDED:  
[chars]: DSP Image Needed Event
```

**Explanation** A DSP image must be downloaded to the modem to achieve 56K operation.

**Recommended Action** Download the DSP image to the modem.

**Error Message**

```
%MODEM_HIST-7-POLL_DTR:  
[chars]: DTR event: [chars]
```

**Explanation** A change in the DTR signal has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_END_1:  
[chars]: End connection event: Retransmits for MNP block (TX/RX) = [dec]/[dec]
```

**Explanation** An end-of-connection status has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_END_2:  
Duration = [dec]:[dec]:[dec], Number of TX/RX char = [dec]/[dec]
```

**Explanation** This message is a continuation of the end-of-transmission status message.

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

**Error Message**

```
%MODEM_HIST-7-POLL_END_3:  
Local Disc Reason = [chars], Remote Disc Reason = [chars]
```

**Explanation** This message is a continuation of the end-of-transmission status message.

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

**Error Message**

```
%MODEM_HIST-7-POLL_ERROR:  
[chars]: Polling protocol error event: [hex]
```

**Explanation** A polling protocol error has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_EVT_LOST:  
[chars]: Status event lost: [hex]
```

**Explanation** A polling event has been lost. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_INACT:  
[chars]: Modem Activity event: [chars]
```

**Explanation** A change in the data activity status has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_MODEM_STATE:  
[chars]: Modem State event: [chars]
```

**Explanation** A modem state change has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_NO_RESP:  
[chars]: No poll response event: [hex]
```

**Explanation** No response has been received to a poll. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_PHONE:  
[chars]: Phone number event: [chars]
```

**Explanation** A phone number is being dialed. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_PROGRESS:  
[chars]: Call Progress event: [chars]
```

**Explanation** The status of a call in progress has been provided. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_RS232:  
[chars]: RS232 event: [chars][char] [chars][char] [chars][char] [chars][char]  
[chars][char] [chars][char] [chars][char]
```

**Explanation** RS-232 (EIA/TIA-232) events have occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_TX_RX:  
[chars]: TX/RX event: TXD=[chars], RXD=[chars]
```

**Explanation** Transmit-and-receive events have occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-POLL_UNKNOWN:  
[chars]: Unknown or lost event [hex]
```

**Explanation** The modem event history contains an unrecognized event. One or more events may be missing from the trace.

**Recommended Action** This condition could be caused by insufficient space for storing the modem history. If these events are desirable, a possible remedy is to shorten the number of events recorded between history dumps. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

```
%MODEM_HIST-7-STARTUP:  
[chars]: Startup Response: [chars].  
Modem (boot) firmware = [dec].[dec].[dec] ([dec].[dec].[dec])
```

**Explanation** The successful startup of the specified modem has occurred. This is a tracing message only.

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

**Error Message**

```
%MODEM_HIST-7-TRACE_HDR: \n\n[chars] Modem [chars] Events Log:
```

**Explanation** This is the initial message for the trace of the specified modem. The stored trace messages for the modem will follow.

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

**Error Message**

`%MODEM_HIST-7-UNKNOWN_FRAME: \n[chars]: Error in events log`

**Explanation** A formatting error has occurred in the modem event history. One or more events may be missing from the trace.

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

## MODEM\_NV Messages

The following are modem NVRAM messages.

**Error Message**

`%MODEM_NV-5-FLEXIBLE: [chars]`

**Explanation** This message type is created for all messages that have simple ASCII text and do not take any parameter. The message will provide details of the problem that 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.

## MPA68360 Messages

The following are Versatile Interface Processor (VIP) Multi-channel Port Adapter (MPA) messages.

**Error Message**

`%MPA68360-1-DWNLDCKSM: Failed for bay [dec], sent = [hex], received = [hex]`

**Explanation** The download of the internal firmware to the MPA68360 has failed to checksum correctly. This problem usually indicates a hardware failure of the MPA68360.

**Recommended Action** Perform a power cycle. If the problem persists, there might be a problem with the MPA68360 hardware.

**Error Message**

`%MPA68360-1-DWNLDFAIL: Microcode to port adaptor in bay [dec]`

**Explanation** The microcode download to the port adaptor in the specified bay has failed.

**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**

%MPA68360-1-INITFAIL: Slot [dec]: [chars]

**Explanation** The PRI port adapter has failed to complete its hardware initialization.

**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**

%MPA68360-3-MBXREAD: [chars] has stale msg - mbx0:[hex], mbx1:[hex], mbx2:[hex]

**Explanation** The MPA68360 has not responded to a message within a specified time.

**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**

%MPA68360-1-NOTCMPLT: Microcode download to bay [dec] failed

**Explanation** The MPA68360 hardware has failed. It could not download its operational microcode.

**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**

%MPA68360-3-NOTMPA68360: Bay [dec] device ID seen as [hex], expected [hex]

**Explanation** The MPA68360 hardware has failed. A non-MPA68360 device pointed at the software for the MPA68360 serial.

**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**

%MPA68360-1-NOTREADY: Bay [dec] for microcode download

**Explanation** An error has occurred on the communication path between the driver and the MPA68360.

**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**

%MPA68360-3-PANIC: Exception [dec], trace [dec]

**Explanation** The MPA68360 firmware has detected an illegal or unexpected CPU exception or condition. This condition may be caused by a software error or by a hardware failure.

**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**

%MPA68360-1-STARTFAIL: [chars] channel not enabled

**Explanation** A software or hardware error has occurred. The MPA68360 serial interface is not responding to the commands that are used to initialize it.

**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**

%MPA68360-1-STOPFAIL: [chars] channel not disabled

**Explanation** The PRI port adapter has failed to respond to a request to disable an interface.

**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.

## MPLS\_ATM\_TRANS Messages

The following are ATM Transport over MPLS messages.

**Error Message**

%MPLS\_ATM\_TRANS-3-CONSISTENCY: [chars]

**Explanation** An action attempted by the ATM over MPLS implementation has encountered an unexpected condition.

**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.

# MPLS\_TE Messages

The following are Label Switch Path (LSP) Tunnel messages.

## Error Message

%MPLS\_TE-3-CONSISTENCY: [chars]: [chars] [chars] [chars]

**Explanation** An action attempted by the traffic engineering tunnel implementation has encountered an unexpected condition.

**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

%MPLS\_TE-5-LSP: [chars]

**Explanation** An informational traffic engineering tunnel trap was generated for an LSP event.

**Recommended Action** Copy and save the message exactly as it appears on the console or in the system log for debugging analysis if the user is interested in understanding tunnel operation.

## Error Message

%MPLS\_TE-3-SIGNALLERINIT: Signaller unable to [chars]register RSVP [chars]

**Explanation** A message handler used by the signaller to receive events or requests from RSVP could not be installed or removed.

**Recommended Action** Copy and save the message exactly as it appears on the console or in the system log. If possible, restart the TSP tunnel signaling process by issuing the **no tag-switching tsp-tunnels** command, followed by the **tag-switching tsp-tunnels** command. If the message continues to occur even after restarting the signaling process several times, contact your Cisco technical support representative for assistance.

## Error Message

%MPLS\_TE-5-TUN: [chars]

**Explanation** An informational traffic engineering tunnel trap was generated for a tunnel event.

**Recommended Action** Copy and save the message exactly as it appears on the console or in the system log for debugging analysis if the user is interested in understanding tunnel operation.

**Error Message**

%MPLS\_TE-3-TUNNELKILL: Tunnel removal attempt (by [chars]) failed for tunnel [chars]: [chars]

**Explanation** The state that is associated with a TSP tunnel could not be completely removed because of an internal failure.

**Recommended Action** Copy and save this message. If possible, remove all local TSP tunnel state by issuing the **no tag-switching tsp-tunnels** command, followed by the **tag-switching tsp-tunnels command**. (The TSP tunnels that were removed by the first command should be resignaled shortly after the second command has been issued.) 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.

## MPLS\_TE\_PCALC Messages

The following are Multiprotocol Label Switching (MPLS) TE path calculation facility messages.

**Error Message**

%MPLS\_TE\_PCALC-2-DUP\_IP\_ADDRESS: [chars] [IP\_address] [chars]

**Explanation** Two nodes have the same stable IP address.

**Recommended Action** Find the system that has the duplicate IP address and configure a different IP address for that system.

**Error Message**

%MPLS\_TE\_PCALC-2-DUP\_RRR\_ID: [chars] [IP\_address] [chars]

**Explanation** Two nodes have the same stable router ID.

**Recommended Action** Find the system that has the duplicate router ID and configure a different ID for that router.

**Error Message**

%MPLS\_TE\_PCALC-3-INIT: pcalc\_system\_id\_size == 0

**Explanation** An internal inconsistency has been detected when an attempt was made to initialize the MPLS TE path calculation system ID before the system ID size is known.

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

**Error Message**

%MPLS\_TE\_PCALC-3-LSA: [chars] [chars]

**Explanation** An internal inconsistency has been detected when an attempt was made to receive an LSA for the MPLS TE topology database.

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

**Error Message**

%MPLS\_TE\_PCALC-2-MEM: [chars] [dec]

**Explanation** An attempt to allocate memory 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**

%MPLS\_TE\_PCALC-3-PATH: [chars]

**Explanation** An internal inconsistency has been detected when an attempt was made to establish an MPLS TE tunnel using the MPLS TE path calculation subsystem.

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

## MPOA Messages

The following are Multiprotocol over ATM (MPOA) messages.

**Error Message**

%MPOA-3-MPC\_ERROR: [chars]

**Explanation** A software error has occurred in the multiprotocol-over-ATM client (MPC) software.

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

%MPOA-6-MPC\_INFORMATION: [chars]

**Explanation** This message provides information about the status of an MPC client.

**Recommended Action** No action is required.

**Error Message**

%MPOA-4-MPC\_WARNING: [chars]

**Explanation** This message is a nonfatal warning from the MPC software, probably the result of an incorrect configuration or operator command. Details about the warning are included in the message.

**Recommended Action** Determine if a configuration or operator error has caused this warning. If this error message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%MPOA-3-MPOA\_ERROR: [chars]

**Explanation** A software error has occurred in the multiprotocol-over-ATM subsystem.

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

%MPOA-3-MPS\_ERROR: [chars]

**Explanation** A software error has occurred in the MPS software.

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

%MPOA-6-MPS\_INFORMATION: [chars]

**Explanation** This message provides information about the status of an MPS.

**Recommended Action** No action is required.

**Error Message**

%MPOA-4-MPS\_WARNING: [chars]

**Explanation** This is a nonfatal warning from the MPS software, probably the result of an incorrect configuration or operator command. Another possible but less likely cause could be an internal software error.

**Recommended Action** Determine if a configuration or operator error has caused this warning. 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**

%MPOA-5-UPDOWN: [chars]

**Explanation** A multiprotocol-over-ATM entity has been brought up or down.

**Recommended Action** This is a status message only. No action is required.

## MROUTE Messages

The following are multicast route messages.

**Error Message**

%MROUTE-4-RADIXDELETE: Error trying to delete multicast route entry [IP\_address]/[dec] for [IP\_address] (expected [hex], got [hex])

**Explanation** An error in the multicast routing table has occurred. A route could not be deleted from the routing table.

**Recommended Action** Enter the **clear ip mroute** command. Determine whether the router is low on memory. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%MROUTE-2-RADIXINIT: Error initializing IP multicast radix for [IP\_address]

**Explanation** Insufficient memory is available to initialize the IP multicast routing table.

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

```
%MROUTE-4-RADIXINSERT: Error trying to add multicast route entry
[IP_address]/[dec] for [IP_address] (expected [hex], got [hex])
```

**Explanation** An error in the multicast routing table has occurred. A route could not be inserted into the routing table.

**Recommended Action** Enter the **clear ip mroute** command. Determine whether the router is low on memory. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

```
%MROUTE-3-ROUTECOUNT_ERR: Running multicast route count [int]
```

**Explanation** This system message was created as a troubleshooting aid to capture an unlikely internal software error. The condition that caused this message should not be seen in current Cisco IOS software releases and should not impact system performance.

**Recommended Action** If this message was seen after you entered the **show ip mroute** command, use the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl) to search for the message and upgrade the Cisco IOS software based on the release in which the fix was integrated. If, after the upgrade, this message recurs and there is still a performance problem, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message**

```
%MROUTE-3-ROUTECOUNT_ZERO: Multicast route count reached zero
```

**Explanation** The running count of multicast routes has reached zero when it should be nonzero.

**Recommended Action** An error in maintaining the multicast route count has occurred. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

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

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

**Recommended Action** If multicast traffic is a priority among the traffic carried by this router, use the **ip multicast route-limit** command to increase the number of multicast routes. If multicast traffic is not a priority, no action is required.

**Error Message**

```
%MROUTE-4-RPF_LOOKUP_LOOP: RPF route lookup loop for [IP_address], route [IP_address]/[dec]
```

**Explanation** A possible routing loop has been caused by routers that are sending RPF datagrams to different tables.

**Recommended Action** Check the routing tables used for RPF and resolve any routing loops.

## MSDP Messages

The following are Multicast Source Discovery Protocol (MSDP) route messages.

**Error Message**

```
%MSDP-5-PEER_UPDOWN: Session to peer [IP_address] going [chars]
```

**Explanation** The session to the peer is going up or down.

**Recommended Action** Determine whether the router is low on memory.

**Error Message**

```
%MSDP-4-PKT_TOO_BIG: Message size violation on [int]-byte packet from [IP_address], discarded
```

**Explanation** A message larger than the maximum MSDP message size has been received.

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

## MSPI Messages

The following are Mail Service Provider messages.

**Error Message**

```
%MSPI-1-MSPI_BAD_CONFIG: MSPI-bad configuration, [chars]
```

**Explanation** A configuration error has been detected.

**Recommended Action** Add or fix the dial peer configuration.

**Error Message**

%MSPI-2-MSPI\_BAD\_CONTEXT: MSPI-bad context pointer, [chars]

**Explanation** A bad context pointer was passed.

**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**

%MSPI-4-MSPI\_BAD\_MESSAGE: MSPI- Bad message received

**Explanation** An unexpected message has been received.

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

**Error Message**

%MSPI-2-MSPI\_INTERNAL\_ERROR: MSPI-Internal software error, cid=[dec], [chars]

**Explanation** An internal software error has occurred.

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

**Error Message**

%MSPI-4-MSPI\_NO\_SMTP: MSPI- Can't connect to the SMTP server, cid=[dec], [chars]

**Explanation** No connection was created to the specified SMTP server.

**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**

%MSPI-4-MSPI\_NO\_SMTP\_SEND: MSPI- Could not send data to the SMTP server, cid=[dec], [chars]

**Explanation** A connection was made to the SMTP server, but no data could be sent to the SMTP server.

**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**

%MSPI-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**

%MSPI-4-SMTP\_NOT\_CONNECTED: SMTP- failed [chars], [dec]

**Explanation** An attempt to connect to a remote mail server was not successful. This is unexpected behavior.

**Recommended Action** No action is required.

**Error Message**

%MSPI-6-SMTP\_OPEN: SMTP- opening [chars], [dec]

**Explanation** A connection is being attempted.

**Recommended Action** No action is required.

## MUESLIX Messages

The following are Mx serial application-specific integrated circuit (ASIC) messages.

**Error Message**

%MUESLIX-4-DEF\_SUBRATE: [chars] [chars]

**Explanation** A user has changed the DSU bandwidth by using DS3 remote management commands. This action did not change the user-configured DSU bandwidth.

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

**Error Message**

%MUESLIX-3-DISCOVER: Mx serial (bay [dec]): Interface found: [dec]

**Explanation** The Mx serial hardware has failed. Some interfaces on the board failed to come up.

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

**Error Message**

```
%MUESLIX-1-DWNLDLDFL: Mx serial (bay [dec]): PA down load failed
```

**Explanation** The Mx serial hardware has failed and could not download its operational microcode.

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

**Error Message**

```
%MUESLIX-1-FAILURE_CAUSE: [chars]: [chars][chars]: [hex], [hex]
```

**Explanation** An Mx STOPFAIL has occurred because of the reason displayed. The driver could not disable the interface.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may provide information to determine the nature of the error. If you cannot determine what condition caused the “STOPFAIL/STARTFAIL” error message text, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%MUESLIX-1-HALT: Mx serial: [chars] TPU halted: cause [hex] status [hex] shadow [hex]
```

**Explanation** The Mx serial firmware has failed.

**Recommended Action** If the message only occurred once, it may be safely ignored. If the message recurs, this indicates a software failure. Consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes.

**Error Message**

```
%MUESLIX-1-INITFAIL: Mx serial (bay [dec]), Init Failed at [chars]
```

**Explanation** The Mx serial port adapter has failed to complete its hardware initialization.

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

**Error Message**

```
%MUESLIX-3-NOTMUESLIX: Mx serial (bay [dec]): Device reported [hex]
```

**Explanation** The Mx serial hardware has failed. A non-Mx serial device pointed at the Mx serial software.

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

**Error Message**

```
%MUESLIX-3-OWNERR: [dec] packet buffer, pak=[hex]
```

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

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

**Error Message**

```
%MUESLIX-1-STARTFAIL: Mx serial, [chars] Start Failed at [chars]
```

**Explanation** The Mx serial port adapter has failed to respond to a request to disable an interface.

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

**Error Message**

```
%MUESLIX-1-STOPFAIL: Mx serial, [chars] Stop Failed at [chars]
```

**Explanation** The Mx serial port adapter has failed to respond to a request to disable an interface.

**Recommended Action** This condition is often caused by software failure. Consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes. If this does not solve the problem, replace the affected hardware. Copy the error message exactly as it appears on the console or in the system log. Enter the **debug serial interface** command and gather the messages that appear on the logs to determine the nature of the error. If you cannot determine what condition caused the “STOPFAIL” error message text, call your Cisco technical support representative and provide the representative with the gathered information.

## MXT\_FREEDM Messages

The following are 8PRI/4T board messages.

**Error Message**

```
%MXT_FREEDM-1-DWNLDLFL: 8PRI/4T board slot [dec]: Firmware download failed.
```

**Explanation** An attempt to download firmware into an 8PRI/4T board has failed.

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

**Error Message**

`%MXT_FREEDM-1-HALT: 8PRI/4T board slot [dec]: Firmware sent a HALT interrupt.`

**Explanation** A double bus fault has occurred in the 8PRI/4T board firmware.

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

**Error Message**

`%MXT_FREEDM-1-INVALID_SHMEM: Invalid Shared Memory size detected`

**Explanation** The current shared memory present in the box is not supported.

**Recommended Action** Replace the shared memory with the supported configuration. 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**

`%MXT_FREEDM-1-PCI_DBUS_BR_FAIL: PCI-DBUS Bridge in slot [dec] Failure: [chars]`

**Explanation** An internal error has occurred in the 8PRI/4T board.

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

## NBAR Messages

The following are network-based application recognition (NBAR) messages.

**Error Message**

`%NBAR-2-NOMEMORY: No memory available for [chars]`

**Explanation** An attempt at memory allocation has failed.

**Recommended Action** Perform the following actions to remedy the problem: Disable some features. Apply filtering to decrease the size of system data structures, the routing table, for example. In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%NBAR-2-NOSTATEMEM: Memory for maintaining state used up

**Explanation** NBAR uses memory to maintain state information about stateful flows. There is a maximum limit on how much memory NBAR can use for this purpose and the maximum limit has been reached.

**Recommended Action** Increase the memory on the platform.

**Error Message**

%NBAR-2-RMINVALIDCONFIG: NBAR resource manager : too many buckets ([dec])

**Explanation** NBAR was configured so that the internal data structures needed to maintain stateful protocol information were too large.

**Recommended Action** Configure the router by entering the **ip nbar resources** command with a smaller maximum idle (max-idle) time.

**Error Message**

%NBAR-2-RMNORESOURCE: NBAR resources exhausted

**Explanation** To save stateful information on protocols, NBAR must use dynamic resources. These resources have been exhausted.

**Recommended Action** Configure the router by entering the **ip nbar resources** command to allocate a larger initial pool of resources. The default number of initial resources is 10000. Also, try configuring a shorter maximum idle (max-idle) time.

## NET\_SERV Messages

The following are Network Services messages.

**Error Message**

%NET\_SERV-4-UNEXPECTED: Unexpected error: [chars]

**Explanation** An unexpected error has occurred while a services timer operation was performed.

**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**

```
%NET_SERV-4-WARNING: Unexpected condition: [chars]
```

**Explanation** An unexpected condition has been detected while a services timer operation was performed.

**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.

## NETWORK\_CLOCK\_SYNCHRONIZATION Messages

The following are network clock synchronization messages.

**Error Message**

```
%NETWORK_CLOCK_SYNCHRONIZATION-4-NETCLK_CHANGE:
Network clock source transitioned from
Priority [dec] [chars] [chars] to Priority [dec] [chars] [chars]\n
```

**Explanation** A change in the clock source has occurred.

**Recommended Action** No action is required.

**Error Message**

```
%NETWORK_CLOCK_SYNCHRONIZATION-4-NETCLK_INIT:
Network clock source initialised to local oscillator.\n
```

**Explanation** The network clock used will be internal.

**Recommended Action** No action is required.

**Error Message**

```
%NETWORK_CLOCK_SYNCHRONIZATION-4-NETCLK_PLL_LOST_LOCK:
Network clock [chars] PLL lost lock - clock source failed.\n
```

**Explanation** The clock source has failed.

**Recommended Action** If an alternate clock source is available, it will be used.

# NHRP Messages

The following are Next Hop Resolution Protocol (NHRP) messages.

## Error Message

```
%NHRP-3-PAKERROR: Receive [chars] for our [chars], code: [chars]([dec]), offset: [dec], data: [chars]
```

**Explanation** The system has received an error indication packet indicating that the system sent a bad packet prior to this 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

```
%NHRP-3-PAKREPLY: Receive [chars] packet with error - [chars]([dec])
```

**Explanation** An NHS has rejected or failed to serve the NHRP client request packet.

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

# NI2 Messages

The following are NI2 messages.

## Error Message

```
%NI2-3-BITS_FAILED: [chars] [chars] [chars] [chars] [chars]
```

**Explanation** The timing source that is used for timing bits has failed.

**Recommended Action** Determine the cause of the failure and correct the problem, if possible.

## Error Message

```
%NI2-3-CHASSIS: Motherboard EEPROM: Chassis model not found.
```

**Explanation** The data stored in the motherboard EEPROM is invalid or is incomplete.

**Recommended Action** Contact your Cisco technical support representative to update your system.

**Error Message**

%NI2-3-CONFIG: Recommended port adapter configuration exceeded

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message**

%NI2-4-COOKIE: Corrupt or missing MAC address cookie  
using random base [enet]

**Explanation** An invalid MAC address in the backplane EEPROM has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%NI2-1-DISCOVER\_ENET: Failed to init Ethernet device [dec]

**Explanation** The software could not initialize.

**Recommended Action** Power down the system, reseal the interface card, and reboot the system. If the message recurs, If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%NI2-1-DISCOVER\_SAR: Failed to init SAR device [dec]

**Explanation** The software could not initialize.

**Recommended Action** Power down the system, reseal the interface card, and reboot the system. If the message recurs, If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%NI2-2-FPGALOAD: FPGA download failure: [chars]
```

**Explanation** A broken motherboard or NVRAM contents has been detected.

**Recommended Action** Run diagnostics to attempt to diagnose the problem.

**Error Message**

```
%NI2-3-IONOT0: IO card discover in non-zero slot [dec]
```

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message**

```
%NI2-3-IPC: [chars]: IPC Failure
```

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message**

```
%NI2-3-IPCOPENFAILED: Couldn't open IPC portfor port id [hex] slot [dec]: [chars]
```

**Explanation** Information could not be obtained from a line card.

**Recommended Action** Reseat the line card in the specified slot.

**Error Message**

```
%NI2-1-LC_ALERT: [chars]
```

**Explanation** A line card log message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

%NI2-2-LC\_CRIT: [chars]

**Explanation** A line card log message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Error Message

%NI2-7-LC\_DEBUG: [chars]

**Explanation** A line card log message has been received.

**Recommended Action** No action is required.

#### Error Message

%NI2-0-LC\_EMERG: [chars]

**Explanation** A line card log message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%NI2-3-LC\_ERR: [chars]

**Explanation** A line card log message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%NI2-6-LC\_INFO: [chars]

**Explanation** A line card log message has been received.

**Recommended Action** No action is required.

**Error Message**

%NI2-5-LC\_NOTICE: [chars]

**Explanation** A line card log message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%NI2-3-LC\_UNKNOWN: [chars]

**Explanation** A line card log message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%NI2-4-LC\_WARN: [chars]

**Explanation** A line card log message has been received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%NI2-3-LOSS\_OF\_SYNC: [chars] [chars] [chars] [chars] [chars]

**Explanation** The highest-configured priority clock has lost its synchronization or has failed.

**Recommended Action** Determine the cause of the failure and correct the problem.

**Error Message**

%NI2-4-MACBLKSIZE: Unknown MAC address block size.

**Explanation** Data stored in the midplane is invalid or is incomplete.

**Recommended Action** Contact your Cisco technical support representative to update your system.

**Error Message**

%NI2-3-NO\_ATM\_PHY: Unable to determine trunk PHY type.

**Explanation** Data stored in the motherboard EEPROM is invalid or is incomplete.

**Recommended Action** Contact your Cisco technical support representative to update your system.

**Error Message**

%NI2-4-NOCPUVER: Invalid CPU ID, assuming revision 1

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message**

```
%NI2-3-NOMAC: Can't allocate MAC address for interface [int]/[int]
```

**Explanation** The MAC allocation limit has been exceeded.

**Recommended Action** Remove unnecessary interfaces.

**Error Message**

```
%NI2-3-NOMEM: OUT of Memory: [chars]
```

**Explanation** A memory allocation failure has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%NI2-3-NOPORTINFO: Port info invalid for port [dec] slot [dec]: [chars]
```

**Explanation** Port details of the line card could not be accessed.

**Recommended Action** Reseat the line card. Reboot the chassis if this message recurs.

**Error Message**

```
%NI2-3-NOPORTINFO_ID: Port info invalid for port id [hex] slot [dec]: [chars]
```

**Explanation** Memory could not be allocated for IPC data.

**Recommended Action** Reseat the line card. Reboot the chassis if this message recurs.

**Error Message**

```
%NI2-3-NO_SERIAL: Backplane EEPROM: no chassis serial number.
```

**Explanation** Data stored in the backplane EEPROM is invalid or is incomplete.

**Recommended Action** Contact your Cisco technical support representative to update your system.

**Error Message**

%NI2-1-NTC\_IPC\_DOWN: LOST IPC with DSL uplink:[chars]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message**

%NI2-5-NTC\_IPC\_UP: Established IPC with DSL uplink:[chars]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message**

%NI2-4-NTC\_SLOT: DSL Alternate uplink [chars] Not Supported

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message**

%NI2-4-PCIVALID: PCI activation failed, bay [dec], [hex]

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

**Error Message**

%NI2-3-PROCESS\_FAILED: [chars] [chars] [chars] [chars] [chars]

**Explanation** The redundancy process has failed. The system currently has no backup.

**Recommended Action** Reboot the unit on which the process failed.

**Error Message**

%NI2-3-UNK\_CHASSIS: Motherboard EEPROM: unknown chassis model [hex].

**Explanation** Data stored in the backplane EEPROM is invalid or is incomplete.

**Recommended Action** Contact your Cisco technical support representative to update your system.

# NIM Messages

The following are network interface module (NIM) messages.

## Error Message

```
%NIM-2-BADNIMREV: Unsupported version of [chars] NIM in slot [dec] Version [hex]\n
```

**Explanation** The indicated NIM is not supported because it is not the correct revision. Certain platforms (Cisco 4500 or Cisco 4700, for example) require some NIMs to be of a minimum revision level.

**Recommended Action** Upgrade the NIM to the proper level.

## Error Message

```
%NIM-2-BADSLLOT: Illegal reference to non-existent slot [dec]\n
```

**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

```
%NIM-2-BADSUBUNIT: Illegal reference to non-existent subunit [dec] in slot [dec]\n
```

**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

```
%NIM-2-DEADICHAINQ: Attempted to manipulate uninitialized ichainQ in [chars]\n
```

**Explanation** A software or hardware error has occurred.

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

**Error Message**

%NIM-2-LOSTICHAINQ: Couldn't find idb [hex] in ichainQ in [chars]\n

**Explanation** A software or hardware error has occurred.

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

**Error Message**

%NIM-2-NOCARRIER: No Carrier Card in slot [dec]\n

**Explanation** The system must contain 3 carrier cards.

**Recommended Action** Power down the system and add the carrier card.

**Error Message**

%NIM-2-NOHWADDRESS: All hardware addresses have been allocated - maximum of [dec]\n

**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**

%NIM-2-UNSUPNIM: Unsupported [chars] NIM in slot [dec]\n

**Explanation** The indicated NIM is not supported on this platform.

**Recommended Action** Remove the NIM.

## NP Messages

The following are NextPort (NP) error messages

**Error Message**

%NP-3-CTRL\_POOL\_CREATION\_FAIL: Control buffer pool could not be created

**Explanation** The NextPort driver could not create the control buffer pool required for Tx and Rx of NextPort control messages

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

**Error Message**

```
%NP-3-MODNOTEXIST: Slot [dec], DFC [dec], Module [dec] not exist.
```

**Explanation** No virtual console can be opened for this module.

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

**Error Message**

```
%NP-3-NAKRSP: NAK Response Received - command [hex], result code [hex], msg id [hex], session id [hex], msg tag [hex]
```

**Explanation** The NextPort module has sent a NAK response.

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

**Error Message**

```
%NP-3-NOTMSGID: Message Id [hex] not supported.
```

**Explanation** The NextPort module does not support this control message ID.

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

**Error Message**

```
%NP-3-QUEUEFULL: [chars] queue is full for Slot [dec], DFC [dec], Module [dec].
```

**Explanation** The Tx queue is full for this module.

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

**Error Message**

```
%NP-3-RESET_DFC: DFC Reset-Cleared Failed - DFC [dec]
```

**Explanation** The DFC could not be reset and cleared.

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

# NP\_BS Messages

The following are NextPort BootStrap and Crash Monitor messages.

## Error Message

```
%NP_BS-3-CRC_FAIL: NextPort Module [dec]/[dec]/[dec] failed firmware image validation
```

**Explanation** The NextPort BootStrap and Crash Monitor has detected a failed NextPort firmware CRC validation.

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

## Error Message

```
%NP_BS-3-INITSYS: [chars]
```

**Explanation** The NextPort BootStrap and Crash Monitor has failed to initialize.

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

## Error Message

```
%NP_BS-3-INVALID_FW: Invalid NextPort Firmware for [dec]/[dec]/[dec]
```

**Explanation** The NextPort BootStrap and Crash Monitor has detected invalid NextPort firmware.

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

## Error Message

```
%NP_BS-3-INVALID_IDT: NextPort Module [dec]/[dec]/[dec] detected an invalid IDT
```

**Explanation** NextPort BootStrap and Crash Monitor has detected an invalid IDT.

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

**Error Message**

%NP\_BS-3-INVALID\_MC\_POST: NextPort Module [dec]/[dec]/[dec] detected a module POST failure [hex]

**Explanation** The NextPort BootStrap and Crash Monitor has detected a module POST failure.

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

**Error Message**

%NP\_BS-3-MEM\_TEST\_FAIL: NextPort Module [dec]/[dec]/[dec] memory test failed

**Explanation** The NextPort BootStrap and Crash Monitor has detected a failed NextPort module memory test.

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

**Error Message**

%NP\_BS-3-MODULE\_ACCESS\_ERR: Failed to access NextPort module [dec]/[dec]/[dec] crash info

**Explanation** The NextPort BootStrap and Crash Monitor has failed to access crash information.

**Recommended Action** No action is required.

**Error Message**

%NP\_BS-6-MODULE\_STARTED: NextPort module [dec]/[dec]/[dec] Started - [dec].[dec].[dec].[dec]

**Explanation** The NextPort BootStrap and Crash Monitor has successfully started a module.

**Recommended Action** No action is required.

**Error Message**

%NP\_BS-6-MODULE\_STOPPED: NextPort module [dec]/[dec]/[dec] Stopped

**Explanation** The NextPort BootStrap and Crash Monitor has stopped a module.

**Recommended Action** No action is required.

**Error Message**

%NP\_BS-3-NO\_KEEPALIVE: NextPort module [dec]/[dec]/[dec] failed to respond to keepalive message

**Explanation** The NextPort BootStrap and Crash Monitor has detected a module that has failed to respond to a keepalive message.

**Recommended Action** No action is required.

**Error Message**

%NP\_BS-3-NOMEM: [chars]

**Explanation** The NextPort BootStrap and Crash Monitor could not allocate memory for the internal module database.

**Recommended Action** No action is required.

**Error Message**

%NP\_BS-3-NO\_SUCH\_MODULE: [chars] nonexisting NP module [dec]/[dec]/[dec]

**Explanation** The NextPort BootStrap and Crash Monitor has detected an internal database error.

**Recommended Action** No action is required.

**Error Message**

%NP\_BS-3-NULL\_FW\_PTR: NULL NextPort Firmware pointer for [dec]/[dec]/[dec]

**Explanation** The NextPort BootStrap and Crash Monitor has detected a null NextPort firmware pointer.

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

**Error Message**

%NP\_BS-3-Q\_FAILURE: NextPort Module [dec]/[dec]/[dec] control queue creation failure

**Explanation** The NextPort BootStrap and Crash Monitor has detected a control queue creation failure.

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

**Error Message**

%NP\_BS-2-THREE\_NP108\_NOT\_PRESENT: DFC in slot [dec] does not have three NP108s!

**Explanation** The DFC does not have three NP108s. This is an illegal configuration.

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

## NP\_EST Messages

The following are NextPort messages.

**Error Message**

%NP\_EST-6-CTRL\_NAK\_RSP: [chars]

**Explanation** An EST Control NAK Notification has been sent to the Cisco IOS software to convey additional debug data regarding a NAK that occurred on the Control Queue.

**Recommended Action** No action is required.

**Error Message**

%NP\_EST-6-DIAG\_POST\_NTF: [chars]

**Explanation** EST Diagnostic and POST Notification has been sent to the Cisco IOS software to convey additional information about the power-on self-test or a diagnostic test result.

**Recommended Action** No action is required.

**Error Message**

%NP\_EST-3-MSG\_ERR: [chars]

**Explanation** EST has detected an internal error.

**Recommended Action** No action is required.

**Error Message**

%NP\_EST-6-RUNTIME\_ERR\_NTF: [chars]

**Explanation** An EST runtime error notification has been sent to the Cisco IOS software to convey additional debug data that may help identify the cause of the error.

**Recommended Action** No action is required.

# NP\_MD Messages

The following are NextPort modem driver messages.

## Error Message

`%NP_MD-3-BADENCAP: Unknown encapsulation [dec] on interface [chars]`

**Explanation** A software error, which resulted in an unknown encapsulation type on the specified interface, 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

`%NP_MD-3-CONTIGUOUS: Contiguous packet sent for transmit`

**Explanation** A software error, which resulted in an unexpected packet being set up for transmission, has occurred, and the packet was dropped by the NextPort Modem Driver.

**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

`%NP_MD-3-DATA_CHAN_RX_OVERFLOW: Too many buffers ([dec]) rxd for port [dec]`

**Explanation** The NextPort module has sent more buffers than is allowed for this 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

`%NP_MD-3-DATA_QUEUE_SEND_FAIL: Could not send to data queue for port [dec],  
inflight tx buffers [dec]`

**Explanation** The NextPort Modem Driver could not send a buffer to interface 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**

%NP\_MD-3-MODEM\_SLOT\_CREATION\_FAIL: Modem slot structure for slot [dec] could not be created

**Explanation** The NextPort modem driver could not create the modem slot structure that is required for the modem services of this card.

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

**Error Message**

%NP\_MD-6-MODULE\_DOWN: NextPort module [dec]/[dec]/[dec] down

**Explanation** The NextPort Modem Driver has detected that a module is going down.

**Recommended Action** No action is required.

**Error Message**

%NP\_MD-6-MODULE\_UP: NextPort module [dec]/[dec]/[dec] up

**Explanation** The NextPort Modem Driver has detected that a module is coming up.

**Recommended Action** No action is required.

**Error Message**

%NP\_MD-0-NOHWIDBS: Cannot allocate interface Async[dec]/[dec]

**Explanation** The allocation of interface structure has failed. Either there is not enough memory or the maximum number of interfaces has been exceeded.

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

**Error Message**

%NP\_MD-0-NOMEMORY: Cannot allocate [dec] bytes of memory for [chars]

**Explanation** The system has failed to allocate an important data structure because of a lack of memory.

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

**Error Message**

%NP\_MD-0-NO\_MODULE\_ELEMENTS: Cannot bring up the module [dec]/[dec]/[dec] due to lack of module elements

**Explanation** The NextPort modem driver cannot allocate an important data structure, called a module element, which is necessary to bring up the module. This condition should not normally happen and possibly indicates an 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**

%NP\_MD-0-NOPAKS: TTY [chars]: Cannot allocate [chars]

**Explanation** An important buffer cannot be allocated because of the packet memory shortage.

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

**Error Message**

%NP\_MD-3-NO\_SEED\_BUFFER: No buffer to seed data queue for module [dec]/[dec]/[dec]

**Explanation** The NextPort Modem Driver could not obtain a buffer to seed the module data queue because of a packet memory shortage.

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

**Error Message**

%NP\_MD-0-NO\_SUCH\_LINE: Attempt to [chars] a data channel on the unexisting line [dec]/[dec]

**Explanation** An internal software error has occurred that may have corrupted the modem database.

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

**Error Message**

%NP\_MD-0-NO\_SUCH\_MODEM: Attempt to [chars] a data channel on the unexisting modem [dec]/[dec]

**Explanation** An internal software error has occurred that may have corrupted the modem database.

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

**Error Message**

```
%NP_MD-0-NO_SUCH_SLOT: Slot [dec] is not present in the system
```

**Explanation** An internal software error has occurred that may have corrupted the slot database.

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

**Error Message**

```
%NP_MD-0-NOTTY: Cannot allocate TTY[dec] ([dec]/[dec])
```

**Explanation** The allocation of the tty structure has failed. Either there is not enough memory or the tty number is too big.

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

**Error Message**

```
%NP_MD-3-NOTXPAK: Static transmit paktype unavailable
```

**Explanation** A software structure was found in an unexpected state during runtime 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**

```
%NP_MD-3-RETURN_DATA_BUFF_FAIL: Failed to return data buffer for port [dec]
```

**Explanation** A call to the NextPort interface driver to replenish the data buffer for the specified channel 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**

```
%NP_MD-3-RTSLOW: TTY [chars]: RTS is incorrectly deasserted; reasserting now
```

**Explanation** A software error has occurred that resulted in an invalid state for the RTS modem signal.

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

**Error Message**

%NP\_MD-3-SEED\_BUFFER\_FAIL: Could not seed data queue for module [dec]/[dec]/[dec]

**Explanation** The NextPort modem driver could not seed the data queue with buffers.

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

**Error Message**

%NP\_MD-0-SLOT\_ALREADY\_PRESENT: Slot [dec] is already present in the system

**Explanation** An internal software error has occurred that may have resulted in a corrupted slot database.

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

**Error Message**

%NP\_MD-6-SLOT\_INSERTED: Slot [dec] ([dec] ports max) inserted

**Explanation** The NextPort modem driver has detected a slot that is inserted in the system. All slots that are present in the system are treated as being inserted during startup.

**Recommended Action** No action is required.

**Error Message**

%NP\_MD-6-SLOT\_REMOVED: Slot [dec] removed

**Explanation** A slot has been removed from the system.

**Recommended Action** No action is required.

**Error Message**

%NP\_MD-3-TX\_INBAND\_MSG\_FAILURE: Failed to send inband message for TTY [chars]

**Explanation** A call to send an in-band message on the data queue 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**

```
%NP_MD-3-TXQUEUE_EMPTY: TTY [chars]: No buffers available to set up the transmit queue
```

**Explanation** A software error has occurred that resulted in an unexpected exhaustion of the pool of data buffers that are used by the modem drivers.

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

**Error Message**

```
%NP_MD-1-UNKNOWN_ESCAPE_CHAR: TTY [chars]: Attempt to set an unknown special character (type [dec]) to [hex]
```

**Explanation** The NextPort modem driver has received a request for hardware detection of an unknown type of special character because of an internal software error.

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

**Error Message**

```
%NP_MD-3-UNKNOWN_INBAND: TTY [chars]: Unknown NextPort in-band message (msg_id [hex]) received
```

**Explanation** The NextPort modem driver has received an unknown message from a NextPort module. This can happen if new firmware is used with an obsolete version of Cisco IOS software.

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

## NP\_MM Messages

The following are NextPort module manager messages.

**Error Message**

```
%NP_MM-3-COUNTRY_CODE_FAILURE: Module country code failure [dec]/[dec]/[dec]
```

**Explanation** The NextPort module manager has failed to set the country code.

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

**Error Message**

%NP\_MM-3-DATA\_Q\_FAILED: Failed to create Data Q for NP module [dec]/[dec]/[dec]

**Explanation** The NextPort module manager has failed to create a data queue.

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

**Error Message**

%NP\_MM-3-INVALID\_ACK\_RSP: Unsupported module ACK response [dec]/[dec]/[dec]: msg len = [dec], session ID = [dec], msg tag = [dec], msg ID = [dec], cmd msg ID = [dec], result code = [dec]

**Explanation** The NextPort module manager has received an unsupported message response.

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

**Error Message**

%NP\_MM-3-INVALID\_NPADDRESS: Invalid NP\_ADDRESS [dec]/[dec]/[dec]/[dec] - [chars]

**Explanation** The NextPort module manager has detected an invalid NextPort address (NP\_ADDRESS).

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

**Error Message**

%NP\_MM-3-INVALID\_RSP: Unsupported module response [dec]/[dec]/[dec]: msg len = [dec], session ID = [dec] msg tag = [dec], msg ID = [dec]

**Explanation** The NextPort module manager has received an unsupported message response.

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

**Error Message**

%NP\_MM-3-INVALID\_STATE: Invalid NP module state([chars]) [dec]/[dec]/[dec] - [chars]

**Explanation** The NextPort module manager has detected an invalid NP module 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**

%NP\_MM-3-MEM\_ERR: Failed to allocate control message buffer for NP module  
[dec]/[dec]/[dec] - [chars]

**Explanation** The NextPort module manager has failed to allocate a control message buffer.

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

**Error Message**

%NP\_MM-3-MODULE\_CRASH: Module Crash detected [dec]/[dec]/[dec]: state = [dec],  
cause code = [dec]

**Explanation** The NextPort module manager has detected a crashed module.

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

**Error Message**

%NP\_MM-3-RESTART\_EXCEEDED: Module exceeded restart threshold [dec]/[dec]/[dec]

**Explanation** The NextPort module manager has detected a module that has exceeded the restart threshold.

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

**Error Message**

%NP\_MM-3-RUNTIME\_ERR: Module Run Time Error [dec]/[dec]/[dec] : recovery = [hex],  
error = [hex]

**Explanation** The NextPort module manager has received a module run-time 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**

%NP\_MM-3-SEND\_FAILED: Failed to send [chars] message to NP module [dec]/[dec]/[dec]

**Explanation** The NextPort module manager has failed to send a control 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.

## NP\_SPE\_DS Messages

The following are NextPort Dial Shelf Service Processing Element (SPE) Manager messages.

**Error Message**

%NP\_SPE\_DS-3-NOMEMORY: Cannot allocate [dec] bytes of memory for [chars]

**Explanation** The system has failed to allocate an important data structure because of a lack of memory.

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

**Error Message**

%NP\_SPE\_DS-3-SPE\_DNLD\_FAIL: SPE [dec]/[dec]/[dec]/[dec]: [chars]

**Explanation** The SPE download code has failed, and the download has been aborted.

**Recommended Action** No action is required.

**Error Message**

%NP\_SPE\_DS-3-SPE\_DNLD\_INIT\_FAIL: [chars]

**Explanation** The SPE download code has failed to initialize, and the SPE download will fail.

**Recommended Action** No action is required.

# NP\_SSM Messages

The following are NextPort Session and Service Manager messages.

## Error Message

```
%NP_SSM-3-INVALID_HANDLE: SSM([dec]/[dec]): Invalid Session/Service Instance Handle
```

**Explanation** Session and Service Manager Received has failed to obtain its instance handle for the slot and port.

**Recommended Action** No action is required.

## Error Message

```
%NP_SSM-3-INVALID_MSG: SSM: Invalid Session/Service Message, ID = [hex]
```

**Explanation** The Session and Service Manager has received an invalid message from the NextPort Message Dispatcher.

**Recommended Action** No action is required.

## Error Message

```
%NP_SSM-0-NOMEMORY: Cannot allocate [dec] bytes of memory for [chars]
```

**Explanation** The system failed to allocate an important data structure because of a lack of memory.

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

## Error Message

```
%NP_SSM-6-NULL_SSM_INFO: NULL SSM Info Handle for slot [dec], port [dec]
```

**Explanation** The NextPort Session and Service Manager has failed to obtain a control information handle for the specified slot and port numbers.

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

**Error Message**

```
%NP_SSM-6-NULL_VDEV_COMMON: NULL Vdev Common Handle for slot [dec], port [dec]
```

**Explanation** The NextPort Session and Service Manager has failed to obtain a voice device information handle for the specified slot and port numbers.

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

**Error Message**

```
%NP_SSM-3-RUNTIME_ERROR: SSM([dec]/[dec]): Session Runtime Error Code = [dec],  
Recovery Action = [dec]
```

**Explanation** The NextPort Session and Service Manager has received a run-time error for the slot and port.

**Recommended Action** No action is required.

## NRP Messages

The following are Network Routing Processor (NRP) messages.

**Error Message**

```
%NRP-3-IPC: [chars] [chars]
```

**Explanation** An IPC error has occurred. The details of what was attempted and what went wrong will be printed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Copy down the configuration of the router along with any other relevant information and contact your Cisco technical support representative for assistance.

## NSE Messages

The following are Network services engine (NSE) messages.

**Error Message**

```
%NSE-3-QUEUEHUNG: QoS queue hung on interface [chars].
```

**Explanation** The system was unable to cleanly close down the QoS support in PXF for the interface. Problems may arise if the QoS support in PXF for the interface is restarted without first reloading the PXF microcode.

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

# NSP Messages

The following are Network Switch Processor (NSP) messages.

## Error Message

```
%NSP-3-BADSLOT: Invalid slots[]: [hex]
```

**Explanation** An internal error, indicating an invalid slot type pointer, has occurred.

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

```
%NSP-3-BOGUS_PARAMETER: Bogus parameter passed: [chars] [dec]
```

**Explanation** An internal error, indicating an invalid parameter passed to a routine, 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

```
%NSP-2-NOMEMORY: Unit [dec], no memory for [chars]
```

**Explanation** An operation could not be accomplished because of a low memory condition. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the system memory.

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

## Error Message

```
%NSP-4-SONET_ALARM: [chars]: [chars] [chars]
```

**Explanation** A SONET line warning condition has been detected.

**Recommended Action** No action is required.