

CRYPTO Messages

The following are encryption messages.

Error Message

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

Explanation The audit check verifying encryption entitlement within the Cisco IOS software image found either encryption in a nonencryption image or the wrong strength within a Cisco IOS software image that contains encryption. Use of the encryption may violate U.S. export laws and regulations.

Recommended Action Obtain a replacement Cisco IOS software image, either by opening a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or by contacting your Cisco technical support representative.

Error Message

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

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

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

Error Message

```
%CRYPTO-6-AUTOGEN: Generated new [dec] bit key pair
```

Explanation An auto-enroll operation has generated a new router key pair.

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

Error Message

```
%CRYPTO-6-AUTOSAVE: Running configuration saved to NVRAM
```

Explanation An auto-enroll operation has obtained a new router key pair and certificate and has automatically written information to memory to save them.

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

Error Message

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

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

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

Error Message

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

Explanation An internal software error has occurred.

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. 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

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

Explanation Certificates saved in the memory have been checked with the certificate revocation list. Some certificates have been detected as having an invalid status.

Recommended Action Check the status of the certificate. If necessary, contact the certificate authority administrator. Enrollment may be required.

Error Message

%CRYPTO-6-CERTFAIL: Certificate enrollment failed.

Explanation A fatal error occurred while a certificate was being enrolled.

Recommended Action Contact the CA administrator.

Error Message

%CRYPTO-6-CERT_FATAL_ERR: [chars]

Explanation A fatal error occurred while a certificate was being enrolled. The operation has been canceled.

Recommended Action Contact the CA administrator.

Error Message

%CRYPTO-6-CERTIFSRECV: Could not receive router's Certificate from file system.

Explanation The certificate for the router could not be received from file system.

Recommended Action Verify the enrollment URL. Also verify that the router can read from the file system.

Error Message

%CRYPTO-6-CERTIFSEND: Could not send Certificate enrollment request to file system.

Explanation The certificate enrollment request could not be sent to the file system.

Recommended Action Verify the enrollment URL. Also verify that the router is able to read from the file system.

Error Message

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

Explanation The CA has detected that the router requires manual authentication.

Recommended Action Follow the manual authentication procedure.

Error Message

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

Explanation A previous certificate enrollment request was received by the certificate authority. It has rejected the enrollment request.

Recommended Action Contact the certificate authority administrator.

Error Message

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

Explanation A previous certificate enrollment request was received by the certificate authority. It has issued the certificate and sent back a copy.

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

Error Message

%CRYPTO-3-CERTRETFAIL: Certificate enrollment failed.

Explanation Certificate enrollment transaction failed due to an internal error.

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. 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

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

Explanation In Cisco IOS software Release 12.2(1), the CET feature reached end-of-life.

Recommended Action No action is required.

Error Message

%CRYPTO-3-CONNID_ALLOC_FAIL: Crypto engine failed to allocate a connection ID for negotiation from [IP_address] to [IP_address]

Explanation The encryption (crypto) engine has exhausted all its available connection IDs or is malfunctioning.

Recommended Action Decrease the number of concurrent connections or inspect the crypto engine.

Error Message

%CRYPTO-4-ENC_METHOD_NOT_SUPPORTED: Invalid encryption method for IKE policy [int]

Explanation The configured encryption method is not supported.

Recommended Action Use any of the encryption methods that are valid for the ISAKMP policy.

Error Message

%CRYPTO-3-ENGINE_BAD_ID: Crypto Engine id [dec] is invalid

Explanation The packet has its engine ID set to something other than “software crypto” or “hardware crypto”. The system cannot determine which encryption (crypto) engine to use. The packet will be sent to the default crypto engine, which is the “software crypto” engine.

Recommended Action No action is required.

Error Message

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

Explanation The current certificate enrollment is canceled.

Recommended Action Retry the operation when the system is available.

Error Message

%CRYPTO-6-EZVPN_CONNECTION_DOWN: [chars]

Explanation The EZVPN connection is being closed. The IPsec and IKE security associations will also be brought down.

Recommended Action No action is required.

Error Message

%CRYPTO-6-EZVPN_CONNECTION_UP: [chars]

Explanation The EZVPN connection is up for the client mentioned. Both IPsec and IKE security associations are up now.

Recommended Action No action is required.

Error Message

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

Explanation The certificate authority certificate cannot be found in system memory.

Recommended Action Check the status of the system or contact the certificate authority administrator.

Error Message

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

Explanation An error occurred while CA or RA certificates were being parsed and processed.

Recommended Action Check the status of the system or contact the certificate authority administrator.

Error Message

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

Explanation The current certificate enrollment operation failed in manual mode.

Recommended Action Contact the certificate authority administrator.

Error Message

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

Explanation The attempt to query the certificate revocation list from the CA server has failed.

Recommended Action Contact the certificate authority administrator.

Error Message

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

Explanation The processing of an HTTP transaction has failed.

Recommended Action Check the HTTP connection to the CA server.

Error Message

%CRYPTO-4-IA_CLEARTEXT: Unencrypted traffic [chars] [IP_address] because crypto optional is configured

Explanation Cleartext traffic is passing through an interface that is configured for encryption. This traffic is accepted because the router has the “CRYPTO IPSEC OPTIONAL ENABLE” setting, which allows such traffic.

Recommended Action If you did not intend to configure the “CRYPTO IPSEC OPTIONAL” setting, reconfigure the system to disable the setting.

Error Message

%CRYPTO-4-IA_ENABLE: Security warning: crypto ipsec optional is configured

Explanation The router has the “CRYPTO IPSEC OPTIONAL” setting enabled. This allows data that would normally be encrypted to be sent without encryption.

Recommended Action If you did not intend to configure the “CRYPTO IPSEC OPTIONAL” setting, reconfigure the system to disable the setting.

Error Message

%CRYPTO-4-IKE_DENY_SA_REQ: IKE denied an [chars] SA request from [IP_address] to [IP_address] due to [chars]

Explanation The call admission control component has been configured globally or at the IKE level on this device. Because of this configuration, an IKE SA request was denied for of the reason given in the error message.

Recommended Action Depending on the reason for denial of the request, either reduce the load on the system so that it can process new IKE SA requests or increase the maximum allowed IKE sessions if more are needed.

Error Message

%CRYPTO-3-IKEINIT: [chars]

Explanation An error occurred while the IKE was being initialized.

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. 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

%CRYPTO-3-IKE_PAK_IN_Q_TIME_LIMIT_EXCEED: Pak spent too much time in the IKE input queues

Explanation An incoming IKE packet spent too much time in the IKE input queues. This condition can occur when the IKE subsystem is under heavy load, when many peers are attempting to set up SAs at the same time, and when IKE is not able to process all the incoming packets in a timely manner.

Recommended Action Attempt to determine why many peers are simultaneously trying to set up SAs and avoid or minimize such network conditions if possible.

Error Message

%CRYPTO-4-IKE_QUICKMODE_BAD_CERT: encrypted connection attempted with a peer without the\nconfigured certificate attributes

Explanation An encrypting peer attempted to establish an IPSec session with an interface for which it was not authorized. This condition might be considered a hostile event.

Recommended Action Verify that the peer should be authorized to establish an IPSec session with the interface. If the peer is authorized, this condition might be caused by an incorrect configuration. Otherwise, contact the administrator of the peer.

Error Message

%CRYPTO-5-IKE_SA_HA_STATUS: IKE sa's if any, for vip [IP_address] will change from [chars] to [chars]

Explanation A cryptographic IKE SA has changed its HA status.

Recommended Action No action is required.

Error Message

%CRYPTO-4-IKE_SA_LIMIT: IKE active SA count is [int] but SA limit has been set to [int].

Explanation The IKE SA limit that was set is lower than the number of active IKE SAs. Active SAs will not be terminated, but no additional IKE SAs can be established unless the limit is increased or the number of active SAs decreases.

Recommended Action Increase the IKE SA limit, if required to establish connectivity.

Error Message

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

Explanation A TED reply was received that does not match a TED probe that is pending. This condition may be a one-time occurrence due to a delay of the the TED reply or ill-formed packets sent by the peer. This condition might be considered a hostile event.

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

Error Message

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

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

Recommended Action Check the local key rings. This failure is probably a result of other problems in the system.

Error Message

%CRYPTO-5-IKMP_AG_MODE_DISABLED: Unable to initiate or respond to Aggressive Mode while disabled

Explanation The router is configured not to accept, or respond to, ISAKMP aggressive mode with any peer.

Recommended Action If you did not intend to disable aggressive mode, remove the command.

Error Message

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

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

Recommended Action Contact the administrator of the remote peer.

Error Message

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

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

Recommended Action Contact the remote peer and the certificate authority of the remote peer.

Error Message

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

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

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

Error Message

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

Explanation The DOI field of an SA offer defines how to parse the fields. This SA contains an unknown DOI and thus cannot be parsed.

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

Error Message

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

Explanation A quick sanity check is performed on all received ISAKMP messages to verify that all component payload types are valid and that the sum of their individual lengths equals the total length of the received messages. This message failed the sanity check. Persistently invalid messages indicate a possible denial-of-service attack or failed decryption.

Recommended Action Contact the administrator of the remote peer.

Error Message

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

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

Recommended Action Contact the remote peer.

Error Message

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

Explanation The certificate given by the remote peer has either been revoked or expired (if the message reads “certificate invalid”) or the signature check on the certificate failed (if the message reads “bad signature”).

Recommended Action Contact the CA of the remote peer. This condition is possibly a result of an invalid CA certificate.

Error Message

%CRYPTO-4-IKMP_INVALID_POLICY: ISAKMP policy rsa-encr not supported by crypto HW accelerator [chars]

Explanation RSA encryption (“rsa-encr”) is not supported by Hifn-based encryption (crypto) hardware accelerators.

Recommended Action Use the “rsa-sig” ISAKMP policy.

Error Message

%CRYPTO-4-IKMP_ISR_LIMIT_MAX: INV SPI RECOV LIMIT [dec] maxed [chars] [IP_address] [IP_address]

Explanation The maximum limit of “INVALID SPI RECOVERY” SAs has been reached.

Recommended Action It might be necessary to reload the local system.

Error Message

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

Explanation Negotiation with the remote peer has failed.

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

Error Message

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

Explanation ISAKMP entities assume identities to inform the peer of their characteristics (who and what they are). The claimed identity did not match the information retrieved from the IP address of the certificate of the peer.

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

Error Message

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

Explanation ISAKMP entities assume identities to inform the peer of their characteristics (who and what they are). The claimed identity did not match the information retrieved from the distinguished name of the certificate of the peer.

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

Error Message

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

Explanation ISAKMP entities assume an identity to inform the peer of their characteristics (who and what they are). The claimed identity did not match the information retrieved from the FQDN of the certificate of the peer.

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

Error Message

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

Explanation ISAKMP entities assume an identity to inform the peer of their characteristics (who and what they are). The claimed identity did not match the information retrieved from the FQDN of the certificate of the peer.

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

Error Message

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

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

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

Error Message

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

Explanation A portion of the IKE exchange takes place using clear text, and a portion is encrypted. This message should have been encrypted but was not.

Recommended Action Contact the remote peer.

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

Explanation A public key or private key query attempt that used a subject name has failed.

Recommended Action Check the subject name in the certificate.

Error Message

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

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

Recommended Action Contact the remote peer.

Error Message

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

Explanation IKE peers negotiate policy by the initiator's offering a list of possible alternate protection suites. The responder responded with an alternative protection suite that the initiator did not offer.

Recommended Action Contact the remote peer.

Error Message

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

Explanation IKE performs actions on messages on the basis of defined exchanges. The message received had an unknown exchange.

Recommended Action Contact the administrator of the remote peer.

Error Message

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

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

Recommended Action Enter the **parser** command.

Error Message

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

Explanation The input to the **parser** command is not correct.

Recommended Action Reenter the **parser** command.

Error Message

%CRYPTO-4-IPSEC_AAA_START_FAILURE: IPSEC Accounting was unable to send start record

Explanation The AAA subsystem was unable to send the accounting start record on behalf of IPsec. This condition could occur if the AAA server were unreachable.

Recommended Action Ensure that the AAA server is reachable and enabled for accounting.

Error Message

%CRYPTO-4-IPSEC_AAA_STOP_FAILURE: IPSEC Accounting was unable to send stop record

Explanation The AAA subsystem was unable to send the accounting stop record on behalf of IPsec. This condition could occur if the AAA server were being unreachable.

Recommended Action Ensure that the AAA server is reachable and enabled for accounting.

Error Message

%CRYPTO-4-IPSEC_ENC_METHOD_NOT_SUPPORTED: Transform [chars] not valid under IPsec transform [chars]

Explanation The configured encryption algorithm is not supported.

Recommended Action Specify a valid encryption algorithm for the IPsec transform operation.

Error Message

%CRYPTO-5-IPSEC_SA_HA_STATUS: IPsec sa's if any, for vip [IP_address] will change from [chars] to [chars]

Explanation A cryptographic IPsec SA has changed its HA status.

Recommended Action No action is required.

Error Message

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

Explanation The IKE SA was deleted by the user via a CLI command. However, keepalives for this connection are enabled, and the SAs for the IPsec that are covered by this IKE SA still exist. Since this IKE SA is now deleted, the other IPsec SAs have no IKE SA covering them.

Recommended Action Manually delete this IPsec SAs. Enter the **parser** command.

Error Message

%CRYPTO-6-ISAKMP_ON_OFF: ISAKMP is [chars]

Explanation The ISAKMP process has been switched on or off. This condition occurred either by user-entered CLI or because no encryption (crypto) map or EzVPN configuration is applied to any interface.

Recommended Action No action is required.

Error Message

%CRYPTO-4-LLQ_OVERSUBSCRIBE: Sum of priority class bandwidth exceeds crypto engine's throughput for small packets (crypto b/w=[int] kbps, allocated b/w=[int] kbps). Some priority traffic may be dropped.\n

Explanation The encryption (crypto) engine may be oversubscribed by priority-class traffic. This condition occurs when the user attempts to provision more priority-class bandwidth than the crypto engine is able to process. If each class is sending at its maximum rate, some priority packets may be dropped.

Recommended Action Reduce the priority-class bandwidth, or reduce the number of priority-classes in the policy map.

Error Message

%CRYPTO-3-MTREE_CMD_BLOCK: Mtree command [dec] was blocked from the the mtree process queue.

Explanation An attempt was made to enqueue a command to the encryption (crypto) mtree manager process even though IPsec is currently operating in HAPX mode.

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. 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

%CRYPTO-4-NAMED_KEY_DNS_FAIL: DNS lookup for peer [chars] failed. Use the "addressed-key" command instead.

Explanation The **named-key** command attempted to resolve the entered DNS name. The DNS resolution has failed, and thus the **named-key** command has also failed.

Recommended Action Use the **addressed-key** command to assign the public key based on the IP address of the peer.

Error Message

%CRYPTO-4-NOAUTOSAVE: Configuration was modified. Issue "write memory" to save new certificate

Explanation An automatic enrollment (Auto-Enroll) operation has obtained a new router key pair and certificate. However, the running configuration was previously modified.

Recommended Action Enter the **copy running-config nvram:startup-config** command to save the new certificates and keys.

Error Message

%CRYPTO-3-NOSOCKET: Unable to open [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 and restart the "crypto isakmp" process.

Error Message

%CRYPTO-6-PKCS12EXPORT_FAIL: PKCS #12 Export Failed.

Explanation An attempt to generate and export a PKCS #12 has failed.

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

Error Message

%CRYPTO-6-PKCS12EXPORT_SUCCESS: PKCS #12 Successfully Exported.

Explanation A PKCS #12 has been generated and successfully exported.

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

Error Message

%CRYPTO-6-PKCS12IMPORT_FAIL: PKCS #12 Import Failed.

Explanation An attempt to import a PKCS #12 has failed.

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

Error Message

%CRYPTO-6-PKCS12IMPORT_SUCCESS: PKCS #12 Successfully Imported.

Explanation A PKCS #12 has been successfully imported.

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

Error Message

%CRYPTO-3-PKIINPUT: Wait response from server

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

Recommended Action No action is required.

Error Message

%CRYPTO-4-PKT_REPLAY_ERR: [chars]\n\nconnection id=[dec]

Explanation Replay processing has failed. This may be a temporary condition while the system waits for new SAs to be established. In the inbound case, this condition may also be due to an actual replay attack. This condition might be considered a hostile event.

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

Error Message

```
%CRYPTO-3-POLICY_CKSUM_ERROR: Crypto policy checksum failure.  
Crypto access list [chars], crypto map [chars], interface [chars]\n
```

Explanation An encryption (crypto) policy checksum failure has been detected in this router, whose traffic is protected by the crypto policy. This event may be caused by memory corruption occurring in crypto policy data or a memory area that has been illegally modified. It may also be caused by software defects. As a result of this event, the router has been forced to reload.

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. 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

```
%CRYPTO-3-POLLACERT: Polling CA certificate .....
```

Explanation The CA certificate is being polled.

Recommended Action Verify that the CA or LDAP server is online.

Error Message

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

Explanation The “GetCertInitial” message is being sent to poll a response to a certificate.

Recommended Action Wait for the server to respond, or cancel the polling.

Error Message

```
%CRYPTO-3-POLLACERT: Polling RA certificate .....
```

Explanation The RA certificate is being polled.

Recommended Action Verify that the CA or LDAP server is online.

Error Message

```
%CRYPTO-3-POLLROUTERCERT: Polling Router certificate .....
```

Explanation The router certificate is being polled.

Recommended Action Verify that the CA or LDAP server is online.

Error Message

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

Explanation While a list was being shown, the list was changed or elements of the list were changed. This can happen if SAs are renegotiated while a **show** command operation is paused or if a user has reconfigured or cleared SAs. This is not an error, but a side effect of a dynamic system. In general, it is merely a warning that the output from the **show** command is most likely incomplete.

Recommended Action Rerunning the **show** command should provide the newest information. On a busy system, with SAs that change frequently, this message may appear frequently.

Error Message

%CRYPTO-6-PRNG_SEED_KEY_ERROR: Pseudo-random number generator seed and seed key was identical

Explanation The X9.17 random number specification requires that the system check for the same value appearing as the seed and the seed key. This message indicates that that condition was discovered.

Recommended Action The X9.17 random number will occasionally produce this condition, and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation A public key or private key query operation using a subject name has failed.

Recommended Action Resubmit the enrollment request. Check the subject name.

Error Message

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

Explanation The CA certificate could not be queried from the CA server.

Recommended Action Enter the **parser** command.

Error Message

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

Explanation The RA certificates could not be retrieved.

Recommended Action Verify that the CA or LDAP server is online.

Error Message

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

Explanation The router certificate could not be queried.

Recommended Action Verify that the CA or LDAP server is online.

Error Message

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

Explanation A pseudo-random number generator produced the same number twice in succession.

Recommended Action Under normal circumstances, a pseudo-random number generator will occasionally produce the same number twice in succession, so this message is not a problem. However, if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, 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. 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

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

Explanation The received IPPCP packet failed to decompress. This condition may be due to a decompression buffer error.

Recommended Action *Unavailable.*

Error Message

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

Explanation A decapsulated IPSec packet does not match its negotiated identity. The peer is sending other traffic through this SA. This condition may be due to an SA selection error by the peer. This condition might be considered a hostile event.

Recommended Action Contact the administrator of the peer to compare policy settings.

Error Message

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

Explanation The decapsulated packet has failed the ACL check. The peer is sending other traffic through this SA. This condition may be due to an SA selection error by the peer. This condition might be considered a hostile event.

Recommended Action Contact the administrator of the peer to compare policy settings.

Error Message

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

Explanation An IPSec packet was received that was missing an expected AH or ESP header. The peer is sending packets that do not match the negotiated security policy. This condition might be considered a hostile event.

Recommended Action Contact the administrator of the peer.

Error Message

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

Explanation An IPSec packet was received that specified an SPI that does not exist in the SADB. This may be a temporary condition because of slight differences in aging of SAs between the IPSec peers, or this condition might be caused by local SAs that have been cleared. This condition may also be caused by bogus packets that were sent by the IPSec peer. Under some circumstances this would be considered a hostile event.

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

Error Message

```
%CRYPTO-4-RECVD_PKT_INV_UDP_WRAPPER: Rec'd packet has invalid udp wrapper
protocol. cryptoflags = [hex], sa->udp_wrapper_support = [dec],transform = [hex]
```

Explanation A packet was received that is UDP-encapsulated but is not of the correct negotiation transform protocol. Another reason for this error is that the system expected a UDP-encapsulated packet and received a non-UDP packet. This condition might be simply the result of a policy setup error on the peer, or it might be considered a hostile event.

Recommended Action Contact the administrator of the peer to compare policy settings.

Error Message

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

Explanation An attempt to verify a MAC has failed. This condition may be due to the use of the wrong key by either party during the MAC calculations. This condition might be considered a hostile event.

Recommended Action Contact the administrator of the peer.

Error Message

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

Explanation An IPSec packet has been received that is malformed, possibly as a result of an encapsulation, encryption, or decryption error. This condition might be considered a hostile event.

Recommended Action Contact the administrator of the peer.

Error Message

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

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

Recommended Action *Unavailable.*

Error Message

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

Explanation A packet was received that matched the encryption (crypto) map ACL, but is not IPSec-encapsulated. The IPSec peer is sending unencapsulated packets. This condition may simply be caused by a policy setup error on the peer, or it might be considered a hostile event.

Recommended Action Contact the peer's administrator to compare policy settings.

Error Message

%CRYPTO-4-REM_CRYPTOMAP_TS: \nPlease recheck your crypto map [chars].

Explanation A transform set entry was removed from the encryption (crypto) map because it is no longer valid with the hardware crypto engine that is enabled.

Recommended Action Create and apply a valid transform set to the crypto map.

Error Message

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

Explanation The certificate enrollment has been sent out.

Recommended Action Wait for the certificate to be sent back.

Error Message

%CRYPTO-3-RSA_SELFTEST_FAILED: Generated RSA key failed self test

Explanation An automatic test of the newly-generated RSA keypair has failed. That RSA key was automatically deleted.

Recommended Action 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. As an immediate workaround, attempt to create another pair.

Error Message

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

Explanation One of the encryption self-tests has failed. The encryption engine cannot operate in this state.

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

Error Message

%CRYPTO-5-SESSION_STATUS: Crypto tunnel is [chars]. Peer [IP_address]:[dec]
[chars] [chars] [chars] [chars] [chars] [chars] [chars] [chars]

Explanation This is a notification message for IPSec tunnel status.

Recommended Action No action is required.

Error Message

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

Explanation A failure involving socket selection has occurred.

Recommended Action Check for any TCP or socket debugging messages.

Error Message

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

Explanation An HTTP transaction failure has occurred.

Recommended Action Check the HTTP connection to the CA server.

Error Message

%CRYPTO-6-TOKENADMINCHANGEPIN: Cryptographic Token [chars] ADMIN PIN change Successful

Explanation The cryptographic token has accepted the new administrator PIN offered by the router.

Recommended Action No action is required.

Error Message

%CRYPTO-3-TOKENADMINLOCKEDOUT: Cryptographic Token [chars] Administrator PIN Locked due to too many unsuccessful login attempts

Explanation The cryptographic token has disabled the administrator PIN due to too many login failures.

Recommended Action If the user PIN is also locked out, it will be necessary to reinitialize the card. The data on the card will be lost.

Error Message

%CRYPTO-6-TOKENADMINLOGIN: Cryptographic Token [chars] ADMIN Login Successful

Explanation The cryptographic token has accepted the administrator PIN offered by the router.

Recommended Action No action is required.

Error Message

%CRYPTO-3-TOKENADMINLOGINFAILED: Cryptographic Token [chars] ADMIN Login FAILED

Explanation The cryptographic token has rejected the administrator PIN offered by the router.

Recommended Action Enter the **crypto pki token admin-pin** command to enter the correct PIN.

Error Message

%CRYPTO-3-TOKENAPIFAILURE: Cryptographic Token [chars] API FAILED, error = [dec]

Explanation The cryptographic token returned an unexpected error .

Recommended Action Submit a bug report.

Error Message

%CRYPTO-6-TOKENCHANGEPIN: Cryptographic Token [chars] PIN change Successful

Explanation The cryptographic token has accepted the new PIN offered by the router.

Recommended Action No action is required.

Error Message

%CRYPTO-3-TOKENCHANGEPINFAILED: Cryptographic Token [chars] Change PIN FAILED

Explanation The cryptographic token has rejected the new PIN offered by the router.

Recommended Action Be sure that you are logged in to the token as administrator. Try a longer PIN.

Error Message

%CRYPTO-6-TOKENINSERTED: Cryptographic token [chars] inserted in [chars]

Explanation A cryptographic token has been detected.

Recommended Action No action is required.

Error Message

%CRYPTO-4-TOKENKEYSDEACTIVATED: RSA keypairs from token [chars] and associated IPSEC sessions being deactivated now

Explanation Router RSA keypairs and associated IPsec sessions are being deactivated because the token containing them was removed.

Recommended Action Re-insert the crypto token.

Error Message

%CRYPTO-4-TOKENKEYTIMEOUT: RSA keypairs for token [chars] and associated IPSEC sessions will be deactivated in [dec] seconds

Explanation Router RSA keypairs and associated IPsec sessions will be deactivated when the timeout expires

Recommended Action Re-insert the crypto token before the timeout expires

Error Message

%CRYPTO-3-TOKENLOCKEDOUT: Cryptographic Token [chars] PIN Locked due to too many unsuccessful login attempts

Explanation The cryptographic token has disabled the user PIN due to too many login failures.

Recommended Action Enter the **crypto pki token admin-pin** command to enter the correct administrator PIN.

Error Message

%CRYPTO-6-TOKENLOGIN: Cryptographic Token [chars] Login Successful

Explanation The cryptographic token has accepted the PIN offered by the router

Recommended Action No action is required.

Error Message

%CRYPTO-3-TOKENLOGINFAILED: Cryptographic Token [chars] Login FAILED

Explanation The cryptographic token has rejected the PIN offered by the router

Recommended Action Enter the **crypto pki token user-pin** command to enter the correct PIN.

Error Message

%CRYPTO-6-TOKENLOGOUT: Cryptographic Token [chars] Logout Successful

Explanation The router has logged out from the cryptographic token.

Recommended Action No action is required.

Error Message

%CRYPTO-6-TOKENREMOVED: Cryptographic token [chars] removed from [chars]

Explanation A cryptographic token has been detected.

Recommended Action No action is required.

Error Message

%CRYPTO-6-TOKENSTOREKEY: Key [chars] stored on Cryptographic Token [chars]
Successfully

Explanation A new keypair has been written out to the cryptographic token.

Recommended Action No action is required.

Error Message

%CRYPTO-3-TOKENSTOREKEYFAILED: Key [chars] store on Cryptographic Token [chars]
Failed

Explanation An error has occurred while attempting to write a new keypair out to the cryptographic token.

Recommended Action Try logging in to the token. If the error persists, try logging in as administrator.

Error Message

%CRYPTO-6-TOKENTIMEOUTCANCELLED: Cryptographic Token [chars] re-inserted. removal timeout cancelled

Explanation A cryptographic token containing private key files has been re-inserted in time. The router RSA keypairs and associated IPsec sessions will NOT be deactivated.

Recommended Action No action is required.

Error Message

%CRYPTO-4-TRANSFORM_NOT_SUPPORTED: Transform [chars] is not supported with the current hardware configuration. Global transform [chars] will be deleted.

Explanation The system configuration has been modified. Some IPsec transform operations that were valid earlier with software encryption (crypto) are no longer valid now that the system has switched to hardware crypto.

Recommended Action Create valid transform sets and update the crypto maps.

CRYPTO_SA_IKE Messages

The following are Crypto High Availability messages.

Error Message

%CRYPTO_HA_IKE-4-CRYPTO_HA_NOT_SUPPORTED_BY_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'

Explanation Cryptographic hardware is enabled, but the hardware does not support HA operations (for example, insertion or extraction of keys).

Recommended Action Replace the cryptographic hardware with hardware that supports HA operations, or disable the hardware so that the software cryptographic engine is used instead of the hardware cryptographic engine.

Error Message

%CRYPTO_HA_IKE-3-FAILOVER_ERROR: Attempt to failover IKE SA ([IP_address]:[IP_address]) failed due to [chars]. No stateful failover available for this SA.

Explanation The HA active device attempted to checkpoint the state of an IKE SA to the standby device, but the standby device was unable to create the standby IKE SA.

Recommended Action Look for other error messages with a severity of “warning” (level 4), or enable debugging to determine the specific reason for the failure.

CRYPTO_SA_IPSEC Messages

The following are Crypto High Availability messages.

Error Message

```
%CRYPTO_HA_IPSEC-4-CRYPTO_HA_NOT_SUPPORTED_BY_HW: Crypto hardware is enabled and
it does not support HA operation '[chars]'
```

Explanation Cryptographic hardware is enabled, but the hardware does not support HA operations (for example, insertion or extraction of keys).

Recommended Action Replace the cryptographic hardware with hardware that supports HA operations, or disable the hardware so that the software cryptographic engine is used instead of the hardware cryptographic engine.

Error Message

```
%CRYPTO_HA_IPSEC-3-FAILOVER_ERROR: Attempt to failover IPsec SA
([IP_address]:[IP_address]) failed due to [chars]. No stateful failover available
for this SA.
```

Explanation The HA active device attempted to checkpoint the state of an IKE SA to the standby device, but the standby device was unable to create the standby IKE SA.

Recommended Action Look for other error messages with a severity of “warning” (level 4), or enable debugging to determine the specific reason for the failure.

Error Message

```
%CRYPTO_HA_IPSEC-3-HA_IPSEC_UPDATE_PROC_FAIL: Start of HA IPsec update process
failed
```

Explanation The IPsec HA process could not be started. Updates will not be sent from the active device to the standby device.

Recommended Action Reboot the system if this message was received while the IPsec HA component was being set up.

CSM Messages

The following are call switching module (CSM) messages.

Error Message

```
%CSM-1-CAS_ALLOC_FAIL: Fail to add new signal channel [dec]/[dec] timeslot [dec]
```

Explanation The call switching module failed to allocate memory for the new CAS signaling channel that is specified in the error message. This condition might have been caused by either a low-memory condition or a software failure.

Recommended Action Check the minimum memory requirements for your system configuration. If a memory problem is suspected, reduce other activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If your system meets the minimum memory requirements, this message is most likely caused by a software failure. If the problem persists, copy the error message text exactly as it appears on the console or in the system log. Enter the **show tech-support**, **show log**, **show process memory** and **show memory summary** commands. 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

```
%CSM-1-CSM_CALL_INFO_HWIDB_MISMATCH: csm_call_info hwidb mismatch
```

Explanation An internal error has occurred in CSM. The HWIDB is no longer pointing to this call.

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. 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

```
%CSM-1-CSM_CALL_INFO_MISMATCH: csm_call_info contains
mismatch information call info has [chars]:[dec] framer gives [dec]/[dec]:[dec]
```

Explanation An internal software error occurred while an outgoing call was being placed. A mismatch has occurred involving CSM call information. The call could not be updated with the new information. This condition could indicate a software error or an error due to existing network conditions.

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. 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

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

Explanation The system has detected an internal software error. A string was overwritten because it exceeded the buffer size. This condition could cause memory corruption.

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. 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

```
%CSM-1-CSM_UNKNOWN_FAIL_CODE: Unknown fail code [dec]
```

Explanation The call switching module received an unknown failure code. This condition indicates that the call has been disconnected, and the reason provided for the call disconnect is invalid. This condition could indicate an internal software error.

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. 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

%CSM-1-DCHAN_ALLOC_FAIL: For channel [chars]

Explanation The CSM was unable to create the signaling interface for the channel specified in the error message. This error might have been caused by a low-memory condition or by a software failure.

Recommended Action Check the minimum memory requirements for your system configuration. If a memory problem is suspected, reduce other activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If your system meets the minimum memory requirements, this message is most likely caused by a software failure. If the problem persists, copy the error message text exactly as it appears on the console or in the system log. Enter the **show tech-support**, **show log**, **show process memory** and **show memory summary** commands. 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

%CSM-4-HWIDB_ALREADY_IN_USE: hwidb is already in use by another call

Explanation A call is already using this HWIDB. The new call is rejected.

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. 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

%CSM-1-INITFAIL: [chars]

Explanation The system was unable to create the periodic check process for the CSM during initialization of the CSM because of a low-memory condition. The router memory has been exhausted of memory, or the memory may be fragmented. This condition may be caused by the current system configuration, the network environment, or a software error.

Recommended Action Check the minimum memory requirements for your system configuration. If a memory problem is suspected, reduce other activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If your system meets the minimum memory

requirements, this message is most likely caused by a software failure. If the problem persists, copy the error message text exactly as it appears on the console or in the system log. Enter the **show tech-support**, **show log**, **show process memory** and **show memory summary** commands. 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

%CSM-1-NO_CHANNEL: [chars]

Explanation No signalling channels are available. All the channels have been allocated.

Recommended Action Wait for a channel to become available. If the modems are not functional or this message appears frequently, 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. 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

%CSM-1-NO_CSM_CALL_INFO: No call control block

Explanation An internal software error has occurred. The call switching module could not allocate a modem for this call. A call record block that is associated with the call could not be found. This condition indicates either an inconsistent call state or an internal system error.

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. 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

%CSM-1-NO_HWIDB: No B channel associated with call

Explanation An internal software error has occurred. The call switching module could not process the call because the descriptor block associated with the controller was not found. This condition indicates either an inconsistent call state or an internal system error.

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. 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

%CSM-3-NO_VDEV: No modems associated:([chars]),Chan([dec]),Id([dec])

Explanation An internal software error has occurred. The call switching module could not complete a call connect operation because a call record block associated with the call was not found. This condition indicates either an inconsistent call state or an internal system error.

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. 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

%CSM-3-TGRM_UPDATE_FAILURE: The trunk group resource manager failed to update channel status to [chars] for channel [chars]:[dec]:[dec]\n

Explanation The trunk group resource management subsystem reported an internal software error after a channel status update was sent to it by the CSM.

Recommended Action 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. 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.

CSM_TGRM Messages

The following are CSM TGRM interaction messages.

Error Message

```
%CSM_TGRM-3-UNEXPEVT: An Unexpected event was reported by the CSM-TGRM Interface service
```

Explanation The system has detected an internal software error. The interface service between the call-switching modules and the trunk group resource manager received an event that is invalid.

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. 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.

CSM_TRUNK_MGR Messages

The following are Call Switching Manager (CSM) Trunk Manager messages.

Error Message

```
%CSM_TRUNK_MGR-3-TRUNK_VALIDITY_FAILURE: [chars]
```

Explanation A trunk validity failure has occurred. This error usually indicates that memory is corrupted. But it can also indicate a problem with initialization or uninitialization.

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. 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.

CTLPROVIDERSERV Messages

The following are CTL provider service messages.

Error Message

%CTLPROVIDERSERV-3-NOINIT: Can't initialize CTLProvider server

Explanation Ports could not be initialized for the CTL provider server because of an internal error.

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

Error Message

%CTLPROVIDERSERV-3-NOMEM: Can't initialize memory for CTLProvider server

Explanation Sufficient memory could not be allocated for the CTL provider server.

Recommended Action Increase the amount of available memory for the CTL provider server.

Error Message

%CTLPROVIDERSERV-3-NOPROC: Could not start CTLProvider Server

Explanation A process could not be created for the CTL provider server.

Recommended Action No action is required.

Error Message

%CTLPROVIDERSERV-3-NOSOCKETS: Max Number of CTLProvider Server sockets exceeded

Explanation Too many CTL provider clients are requesting service.

Recommended Action Reduce the number of CTL provider clients that are requesting service.

CWAN_ATM Messages

The following are Constellation WAN ATM messages.

Error Message

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

Explanation A packet with an unexpected mac address was detected from the backplane.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation A multicast mpt-VC was already in use and was assigned to another multicast group.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation A data packet for a control VC was received from the backplane. Data packets should not be received for a control VC.

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. 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.

CWANLC Messages

The following are WAN line card messages.

Error Message

%CWANLC-4-BUSSTALL: Constellation BUS Stall detected

Explanation A stall was detected on the Constellation Bus, probably due to some OIR activity on the Bus.

Recommended Action No action is needed.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The line card attempted to send a large message to the Route Processor.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.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 gathered information.

Error Message

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

Explanation A stall was detected, but the backplane stall was longer than expected.

Recommended Action Make sure that all cards are firmly seated. If the problem reoccurs, it may indicate a hardware failure.

Error Message

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

Explanation A Fatal PCI Error was detected on the PCI bus. Most likely it is a hardware problem.

Recommended Action Call your technical support representative for assistance if this message persists.

Route Processor for Constellation Supervisor router module

CWPA Messages

The following are supervisor module route processor messages.

Error Message

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

Explanation The Route Processor passed down a message that the software was not prepared to handle.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The Route Processor passed down a command that the software was not prepared to handle.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The Route Processor passed down a command that the software was not prepared to handle.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The Route Processor passed down a command that the software was unprepared to handle.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The line card attempted to send a large message to the Route Processor.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation No command dispatch vector was found for the specified interface.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

CWTLC Messages

The following are supervisor router module line card messages.

Error Message

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

Explanation The Route Processor passed down a message that the software was not prepared to handle.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The line card attempted to access the HWIDB associated with a non-existent port.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The Route Processor passed down a command that the software was not prepared to handle.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The Route Processor passed down a command that the software was not prepared to handle.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The Route Processor passed down a command that the software was not prepared to handle.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

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

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation The line card attempted to send a large message to the Route Processor.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation No command dispatch vector was found for the specified interface.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation An error was detected on one of the line card chips.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message

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

Explanation A Fatal Error was detected on one of the line card chips.

Recommended Action Call your technical support representative for assistance if this message persists.

CWTLC_ATM Messages

The following are supervisor router module ATM line card messages.

Error Message

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

Explanation A problem was encountered communicating with the SARs.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

DAS_ENV Messages

The following are RSC environmental monitor subsystem messages.

Error Message

```
%DAS_ENV-1-AC_STATUS_WARNING: [chars], MBUS at Power Module 24 detects AC status = [hex] MBUS at Power Module 25 detects AC status = [hex]
```

Explanation The environmental parameters specified for the AC shelves are outside the normal range of operation, or no response has been received from the PEMF MBus agent.

Recommended Action Check the status of the AC shelf or check the PEMF module.

DBUS Messages

The following are data bus messages.

Error Message

```
%DBUS-3-DBUSDISABLED: Slot [dec] disabled, will be restarted.
```

Explanation A processor experienced an error and has been disabled as a precaution. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

Recommended Action Reinstall the processor or download the microcode. If this message recurs, copy the message exactly as it appears on the console or in the system log. 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. 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

%DBUS-3-MSGPABADCONFIG: Slot [dec] has an unsuccessfully configured PA in bay [dec]

Explanation The PA in the slot is not successfully configured, either because the VIP is incompatible with it or because the IOS has no pertinent drivers.

Recommended Action Refer to the documentation of the PA to get a list of compatible VIPs. If the VIP that contains the PA is listed as supported, refer to the CCO page for IOS versions that support the PA. Otherwise, seat the PA in one of the supported VIPs and verify that the IOS version supports the PA.

Error Message

%DBUS-3-MSGPAUNSUP: Slot [dec] has an unsupported PA in bay [dec]

Explanation The PA in the slot is not supported, either because the VIP is incompatible with it or because the IOS has no pertinent drivers.

Recommended Action Please refer to the documentation of the PA to get a list of compatible VIPs. If the VIP that contains the PA is listed as supported, please refer to the CCO page for IOS versions that support the PA. Otherwise, seat the PA in one of the supported VIPs and verify that the IOS version supports the PA.

DEC21140 Messages

The following are DEC21140 Fast Ethernet controller messages.

Error Message

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

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

Recommended Action 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. 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

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

Explanation The Fast Ethernet port did not find a carrier when preparing to transmit a packet. The port is no longer receiving signals from the LAN. This problem can be caused by disconnection of a Fast Ethernet cable or by a transceiver failure.

Recommended Action Check your Fast Ethernet wiring and port adapter. 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. 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

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

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

Recommended Action 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. 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.

DFC Messages

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

Error Message

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

Explanation A DFC does not have a correct card ID.

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

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

Explanation A DFC does not have the latest Tulum version.

Recommended Action Update the Tulum version on the DFC. 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. 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.

DFC_CARRIER Messages

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

Error Message

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

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

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

DFP Messages

The following are DFP messages.

Error Message

```
%DFP-4-AGENT_NOT_FOUND: [chars] Service has not been registered with DFP.
```

Explanation The service specified in the message text has not been registered with the DFP subsystem.

Recommended Action 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. 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

```
%DFP-4-BAD_LISTEN: Service [chars] - Listen failed
```

Explanation A listen operation for the DFP Manager has failed.

Recommended Action 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. 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

```
%DFP-4-BAD_POINTER: [chars] Application did not set pointer
```

Explanation An application has passed an invalid pointer to the DFP subsystem.

Recommended Action 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. 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

%DFP-4-BAD_SEND: Manager [IP_address] - Send failed

Explanation A message could not be sent to the DFP Manager.

Recommended Action 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. 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

%DFP-4-BIND_FAIL: Failure binding port [int] to socket for service [chars].

Explanation An error occurred while a call was being bound to a socket.

Recommended Action 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. 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

%DFP-4-NO_PARSE: Manager [IP_address]: Service [chars] - Could not parse message

Explanation A message could not be parsed from the DFP manager.

Recommended Action 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. 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

```
%DFP-4-NO_PROCESS_START: Could not start process for service [chars]
```

Explanation A DFP Process operation could not be started for the service specified in the message text.

Recommended Action 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. 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

```
%DFP-4-NO_QUEUE_REQUEST: Could not queue request for [chars] for service [chars]
```

Explanation A request to the DFP process for specific action could not be queued.

Recommended Action 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. 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

```
%DFP-4-NUM_TOO_LARGE: [chars] Application sent too many values
```

Explanation An application has sent too many values to the DFP subsystem.

Recommended Action 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. 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

```
%DFP-4-PACKET_TOO_SMALL: The DFP packet is too small from manager [IP_address]
service [chars].
```

Explanation A DFP packet that is too small has been received.

Recommended Action 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. 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

```
%DFP-4-READ_ERR: Manager [IP_address]: Service [chars] - Too many read errors
```

Explanation Too many errors have occurred while a message header from the DFP Manager was being read.

Recommended Action 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. 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

```
%DFP-4-REPEAT_SERVICE_INIT: Service [chars] is already intialized, cannot
re-initialize
```

Explanation The application has attempted to reinitialize a service that is already initialized.

Recommended Action 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. 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

```
%DFP-4-SECURITY_FAIL: [chars] security information in CASA packet from manager
[IP_address] service [chars].
```

Explanation A security check has failed.

Recommended Action Ensure that all CASA and DFP systems are configured with the same password.

Error Message

```
%DFP-4-SOCK_ERR: Manager [IP_address]: Service [chars] - Socket_recv error [dec]
```

Explanation A “Socket_recv” error occurred while a message was being received from the DFP Manager.

Recommended Action 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. 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

```
%DFP-4-STRING_TOO_LONG: The string [chars] exceeds 15 characters - too long for
service name.
```

Explanation The user input a service string that exceeds 15 characters

Recommended Action Specify a service string that is shorter than 15 characters.

Error Message

```
%DFP-4-SUBSYS_NOT_UP: Service [chars] - attempted to register before DFP Subsystem
is up.
```

Explanation An error involving the order of the initialization of the subsystem has occurred.

Recommended Action 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. 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

```
%DFP-4-UKN_CON: Manager [IP_address] Service [chars] - Unknown connection state [int]
```

Explanation An error involving an unknown connection state occurred while the DFP timer was being processed.

Recommended Action 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. 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

```
%DFP-4-UNEXPECTED: Unexpected error: [chars]
```

Explanation An unexpected error occurred while a DFP operation was being performed.

Recommended Action 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. 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

```
%DFP-4-UNK_TYPE: Manager [IP_address]: Service - Unknown message type [int]
```

Explanation A message from the DFP Manager is of an unknown type.

Recommended Action 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. 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.

DHCP Messages

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

Error Message

```
%DHCP-6-ADDRESS_ASSIGN: Interface [chars] assigned DHCP address [IP_address],  
mask [IP_address], hostname [chars]\n
```

Explanation The interface has been allocated an address by means of DHCP.

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

DHCPV6C Messages

The following are DHCPV6 client messages.

Error Message

```
%DHCPV6C-3-NOPACKET: Cannot setup or duplicate a socket packet
```

Explanation An error most likely related to a resource problem within the system has occurred.

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

Error Message

```
%DHCPV6C-3-NOSOCKET: Cannot create DHCPv6 client socket
```

Explanation A DHCPv6 socket could not be created. This error most likely is the result of either IP not being enabled on any interface or a resource problem with the system.

Recommended Action Enable IP on the interface. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

DHCPV6S Messages

The following are DHCPV6 server messages.

Error Message

%DHCPV6S-3-DBNOTLOADED: Binding database not loaded

Explanation A DHCPv6 binding database could not be loaded.

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. 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

%DHCPV6S-3-DBOPEN: Opening [chars]: [chars]

Explanation A DHCPv6 binding database file could not be opened.

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. 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

%DHCPV6S-3-DBREAD: Reading file: [chars]

Explanation A DHCPv6 binding database file could not be read.

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. 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

```
%DHCPV6S-3-DBWRITE: Writing file: [chars]
```

Explanation The system could not write to a DHCPv6 binding database file.

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. 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

```
%DHCPV6S-3-NOPACKET: Cannot setup or duplicate a DHCPv6 server socket packet
```

Explanation An error most likely related to a resource problem within the system has occurred.

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

DIALPEER_DB Messages

The following are dial peer configuration messages.

Error Message

```
%DIALPEER_DB-3-DIALPEER_ACCOUNTING: Connections for dial-peer [dec] is negative.
Resetting connections to 0.\n
```

Explanation The number of active connections for the dial peer has a negative value.

Recommended Action Check to see if dial peers were removed while active calls were still associated to them, and then those dial peers were reinserted while the calls were still connected.

Error Message

```
%DIALPEER_DB-3-DP_MALLOC_FAIL: Could not allocate memory in [chars] for tag [dec]\n
```

Explanation The system has run out of memory.

Recommended Action Attempt to determine why memory is exhausted.

Error Message

```
%DIALPEER_DB-6-FB_ENTRY_NOT_CREATED: Could not create probe for tag [dec]\n
```

Explanation The fallback cache is full.

Recommended Action Increase the size of the fallback cache.

DIALSHELF Messages

The following are dial shelf messages.

Error Message

```
%DIALSHELF-2-DSCDOWN: RSC in slot [dec] state changed to DOWN.
```

Explanation The RSC (for the Cisco AS5850) or the DSC (for the Cisco AS5800) has changed its state to down.

Recommended Action If the system is a Cisco AS5850, attempt to power cycle the chassis and check to see that the LCDs and LEDs are showing an “up” status. If the system is a Cisco AS5800, attempt to bring up that DSC by performing the following actions:

1. Check the LCD and LEDs of the DSC.
2. Check the connection between the RS and the DSC connection.

If the previous actions do not fix the problem, 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. 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

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

Explanation The software generated an unknown event for the specified slot. This condition indicates a software error.

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. 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

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

Explanation The controller card received an invalid message. This condition indicates a software error.

Recommended Action Check the software version on the controller card to ensure that is correct. If the software version is found to be correct, 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. 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

%DIALSHELF-3-MSG: RSC received/DSC sent <If AS5850/AS5800 respectively> a message of unknown type [dec]

Explanation The RSC (for the Cisco AS5850) or the DSC (for the Cisco AS5800) has received a message of an unknown type. This condition indicates a software error or compatibility issue.

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. 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

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

Explanation The **hw-module slot** *shelf-number/slot-number* command, with *shelf-number* being the specified shelf number and *slot-number* being the specified slot number, was entered.

Recommended Action No action is required.

Error Message

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

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

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. 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

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

Explanation The line card in the specified slot has timed out. Additional details are specified in the message text. Either a software or a hardware component has failed.

Recommended Action Try removing and reinserting the line card. If this does not fix the problem, insert a different card in the slot. If the problem persists, 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

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

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

Recommended Action Copy the 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. 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

%DIALSHELF-4-UNKNOWN: UCODE not found for card in slot [dec]

Explanation The system cannot find any microcode for the card in the specified slot.

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. 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

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

Explanation More than one CT3, or more than two T1s or E1s, have been installed for the NPE200. This configuration exceeds the recommended limit of installed CT3s, T1s and E1s.

Recommended Action Perform one of the following actions:

- Do not exceed the recommended limit of CT3s, T1s and E1s.
- Install a split dial-shelf configuration.
- Upgrade the router shelf to an NPE300.

DLSWC Messages

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

Error Message

```
%DLSWC-3-NODLSW: [chars] [dec]
```

Explanation A data-link switching system error has occurred.

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. 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

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

Explanation A data-link switching system error has occurred.

Recommended Action 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. 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.

DLSWP Messages

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

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. 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.

DM Messages

The following are Diagnostic Monitor (DM) messages.

Error Message

```
%DM-3-DM_COMPONENT_EXISTS: Diagnostics Component registration failed for  
Component [chars] client id [dec] because it already exists
```

Explanation An attempt has been made to register a component that was already registered.

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. 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

```
%DM-3-DM_CYCLIC_DETECTED: Cyclic loop detected while linking parent node "[chars]"  
in module domain [dec] with child node "[chars]" in module domain [dec].
```

Explanation Cyclic loops within the DM dependency tree are not allowed. If the cyclic loops are left unchecked, the condition could cause a catastrophic failure of the router. This message should appear only during system boot.

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. 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

%DM-3-DM_DAEMON_FAILURE: Diagnostic's daemon not detected.

Explanation The diagnostics daemon could not be created or the process failed.

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. 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

%DM-3-DM_EVENT_BUFFER_EMPTY: No free event elements available. Unable to generate event.

Explanation A buffer element used to enqueue events to the DM process could not be allocated. As a result, the DM processes were unable to generate the event.

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. 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

%DM-3-DM_EXCESSIVE_RECURSION: Excessive recursion detected in [chars]().

Explanation A recursive diagnostic monitor function has attempted a recursion times more than expected, but within the tolerated range.

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. 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

```
%DM-3-DM_INCORRECT_API_PARAM: Incorrect parameter passed to function [chars]().
```

Explanation An incorrect parameter was passed to the function specified.

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. 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

```
%DM-3-DM_MODULE_EXISTS: Module [chars], ID [dec] already exists. Module registration aborted
```

Explanation The module with the specified ID is already registered.

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. 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

```
%DM-3-DM_TEST_RESULT_COMPONENT_NULL: Diagnostics Component test result received with a NULL component entry.
```

Explanation The test result from a component test notified the DM using a null component entry. Possible reasons for the error can be because the component was unable to generate the event from the DM, or because the DM returned the null entry.

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. 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

%DM-3-DM_TEST_TIMEOUT: Component test [chars] timed after [dec] ms. Assumed to be faulty

Explanation A DM test on a component timed out.

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. 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

%DM-6-ROOT_CAUSE_DETECTED: Component [chars] detected as a root cause of a failure.

Explanation A DM test determined that the component name, specified in the message, is the root-cause for the failure in the system.

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. 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

%DM-6-ROOT_CAUSE_PROCESSING_ABORTED: While processing [chars] as a root cause an error was encountered. [[chars]].

Explanation An internal error occurred that caused the DM to stop and not process the root-cause finding.

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. 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

```
%DM-6-ROOT_CAUSE_RECOVERED: Component [chars] is no longer a root cause of a failure.
```

Explanation A DM test determined that the component name, specified in the message, is the root-cause for the failure in the system. The system has recovered.

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. 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.

DMA Messages

The following are direct memory access messages.

Error Message

```
%DMA-1-ZERO_BH_QE: ZERO Buffer header will be fed to QE; [hex]
```

Explanation A sanity check has failed in a custom-built image. The queuing engine will be given a value of zero for the buffer header field.

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. 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, the crash information (crashinfo) file and your pertinent troubleshooting logs.

DNLD Messages

The following are auto-configuration and download messages.

Error Message

%DNLD-3-ERROR: [chars]

Explanation *Unavailable.*

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Enter the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.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 gathered information.

Error Message

%DNLD-4-INFO: [chars]

Explanation *Unavailable.*

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Enter the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.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 gathered information.

Error Message

%DNLD-4-NOTICE: [chars]

Explanation *Unavailable.*

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Enter the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.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 gathered information.

Error Message

%DNLN-4-WARNING: [chars]

Explanation *Unavailable.*

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Enter the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.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 gathered information.