

# AT Messages

The following are AppleTalk (AT) messages.

## Error Message

```
%AT-6-ACQUIREMODE: [chars]: AppleTalk interface initializing; acquiring [chars]
```

**Explanation** The interface is determining the correct configuration. This message is displayed when discovery mode is enabled and no other router is detected.

**Recommended Action** No action is required.

## Error Message

```
%AT-5-ADDRINUSE: [chars]: AppleTalk node warning; address [atalk_net] already in use
```

**Explanation** The hint address initially specified was in use. A search will be made for a valid address.

**Recommended Action** No action is required.

## Error Message

```
%AT-5-ADDRINVALID: [chars]: AppleTalk node warning; address [atalk_net] is invalid
```

**Explanation** The hint address specified for the interface was not valid for the current configuration.

**Recommended Action** The hint address is ignored and a random valid hint address is automatically computed. No action is required.

## Error Message

```
%AT-6-ADDRUSED: [chars]: AppleTalk node up; using address [atalk_net]
```

**Explanation** No hint address or a bad hint address was specified. This message indicates which AppleTalk address will be used for the interface.

**Recommended Action** No action is required.

## Error Message

```
%AT-2-ASSERTFAILED: AppleTalk assertion failed: [chars]
```

**Explanation** The software detected an inconsistency. Although this error is serious, the router will attempt to continue. AppleTalk processing might be impaired.

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

**Error Message**

```
%AT-5-BADNEIGHBOR: [chars]: AppleTalk neighbor ignored; [atalk_address] is  
misconfigured
```

**Explanation** The AppleTalk configuration of a neighboring router does not agree with the AppleTalk configuration of this router. This condition can result from a mismatch between the network range of the neighbor and the network range of this router.

**Recommended Action** Modify the configuration of either this router or the neighboring router so that the network ranges agree.

**Error Message**

```
%AT-6-BADROUTE: Route to [atalk_net] has gone bad
```

**Explanation** The system did not detect a route within the required timeout period. Therefore, the route is marked as bad. A network might have become unreachable for some reason, perhaps because of a broken connection. This message does not necessarily indicate an error condition.

**Recommended Action** No action is required.

**Error Message**

```
%AT-7-BUGREPORT: AppleTalk bug: [chars]
```

**Explanation** The software has detected an unexpected condition. The router takes corrective action and continues.

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

**Error Message**

```
%AT-3-CANTDEL: Cannot delete [chars] route [dec] by clearing; remove it by  
reconfiguring
```

**Explanation** The user attempted to remove a route from the routing table by issuing the **clear appletalk route** command. The command failed because the route was on a directly connected interface that was created when the user configured the router.

**Recommended Action** Remove the route by reconfiguring the directly connected interface with which it is associated.

**Error Message**

```
%AT-5-COMPATERR1: [chars]: AppleTalk internet compatibility mode required by  
[atalk_address]
```

**Explanation** A neighboring router supports only extended AppleTalk networks with a cable range of 1 and with one assigned zone; for example, 25-25.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message**

```
%AT-5-COMPATERR2: AppleTalk neighbor incompatibility; [atalk_net] has multiple zones
```

**Explanation** Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route that has multiple zone names defined. This condition can cause node inconsistencies on your AppleTalk network.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message**

```
%AT-5-COMPATERR3: AppleTalk neighbor incompatibility; [atalk_net] has wide cable range
```

**Explanation** Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route that has a cable range greater than 1. This condition can cause node inconsistencies on your AppleTalk network.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message**

```
%AT-5-COMPATERR4: AppleTalk EIGRP neighbor incompatibility; [atalk_address] has same router ID ([dec])
```

**Explanation** Two routers on the network have the same router ID.

**Recommended Action** Reconfigure the router to have a unique router ID. If the problem recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

```
%AT-6-CONFIGOK: [chars]: AppleTalk interface enabled; verified by [atalk_address]
```

**Explanation** The AppleTalk configuration has been verified by consulting the indicated router.

**Recommended Action** No action is required.

**Error Message**

```
%AT-1-DDBINITERROR: AppleTalk Hello process could not be started
```

**Explanation** An error was encountered while trying to start the AT EIGRP hello process.

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

**Error Message**

%AT-7-DEBUGMSG: AppleTalk debug: [chars]

**Explanation** This message is generated by a debug command and provides additional information about an AppleTalk condition.

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

**Error Message**

%AT-3-DEFZONEERR: [chars]: AppleTalk interface warning; default zone differs from [atalk\_address]

**Explanation** During the verification startup process, a disagreement occurred between the default zone (the first zone defined after the **appletalk cable-range** command) and the router that confirmed the configuration. When an AppleTalk end node is first connected to a network, it joins the default zone until it is overridden.

**Recommended Action** Use the **appletalk zone** command to correct the configuration so that all routers are advertising the same default zone. Note that several router implementations are known to mismanage the default zone.

**Error Message**

%AT-6-DELROUTE: AppleTalk network deleted; [atalk\_net] removed from routing table

**Explanation** A route on the AppleTalk network has aged out.

**Recommended Action** No action is required.

**Error Message**

%AT-3-DISCOFF: [chars]: AppleTalk node warning; discovery mode disabled

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

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

**Error Message**

%AT-3-DOMLOOP: Loop detected on domain [dec] [[chars]]

**Explanation** The domain router has detected a routing loop. Routing loops are not allowed. The domain router runs a background loop detection process. The domain router starts this process when it receives a new zone list from a domain that is identical to the list in the main routing table and whose network range length matches that in this list. The loop detection process sends several AppleTalk NBP loopback packets. When one of these packets is received on an interface that does

not belong to the original domain, the domain router first shuts off all the domains involved in the loop and then shuts off all the interfaces in these domains. The loop detection does not catch all types of loops. The user must ensure that no loop exists.

**Recommended Action** Disable the cause of the routing loop. Then use the **clear appletalk** command to restart the interfaces involved.

#### Error Message

%AT-3-DOMOVERFLOW: Remap range overflow for [chars] domain [dec]

**Explanation** The remap range has overflowed. If a network (range) cannot fit inside the remapping range, the network or cable range being advertised by a neighboring router is not accepted. When an overflow occurs, all interfaces in the domain are disabled.

**Recommended Action** Use the **appletalk domain remap-range** command to increase the remapping range. Then restart the interfaces.

#### Error Message

%AT-5-DUPADDR: [chars]: AppleTalk interface restarting; node address taken by [enet]

**Explanation** Another AppleTalk node on a common network interface has claimed the same AppleTalk address that this router was using. This error indicates a serious, unexpected problem. If it recurs, there might be a physical network problem in which the nodes cannot communicate with each other.

**Recommended Action** The interface on this router restarts AppleTalk processing on the common network interface to resolve the address conflict. No action is required.

#### Error Message

%AT-6-EIGRPLINKDN: AppleTalk EIGRP link down: [chars]

**Explanation** An AppleTalk hardware interface has been disabled.

**Recommended Action** No action is required.

#### Error Message

%AT-6-EIGRPLINKUP: Appletalk EIGRP link up: [chars]

**Explanation** An AppleTalk Enhanced IGRP interface that was previously shut down has been restarted.

**Recommended Action** No action is required.

**Error Message**

%AT-6-EIGRPLOG: EIGRP logging: [chars] from [atalk\_address] ([int]) on [chars] for network [atalk\_net], metric [int] / [int]

**Explanation** A new AppleTalk Enhanced IGRP path has been learned. The message indicates the source of the path, its distance in hops, its metric, and the type of path.

**Recommended Action** No action is required.

**Error Message**

%AT-4-EIGRPLOTSOWORK: AppleTalk EIGRP WorkQ processed [int] entries, required [int] ms, did [chars] suspend

**Explanation** AppleTalk Enhanced IGRP did not have enough time to process packets.

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

**Error Message**

%AT-6-EIGRPPEERDN: AppleTalk EIGRP peer down: [atalk\_address], router ID: [int], just lost on [chars]

**Explanation** A peer router is unreachable.

**Recommended Action** No action is required.

**Error Message**

%AT-6-EIGRPPEERUP: AppleTalk EIGRP peer up: [atalk\_address], router ID: [int], newly heard on [chars]

**Explanation** A new neighbor has appeared on the network.

**Recommended Action** No action is required.

**Error Message**

%AT-5-FDDICOMPAT: AppleTalk FDDI neighbor [atalk\_address] using obsolete FDDI addressing

**Explanation** Another AppleTalk router on the FDDI ring is running a release of the router software earlier than Release 9.0(2). Routers running these early software releases use an encapsulation for AppleTalk on FDDI rings that is not compatible with the Apple FDDITalk implementation.

**Recommended Action** Upgrade the routers running the software releases that use the pre-FDDITalk encapsulation for AppleTalk on FDDI rings.

**Error Message**

%AT-3-IFCONFLICT: [chars]: AppleTalk interface disabled; conflicts with interface [chars]

**Explanation** An attempt has been made to configure an interface to have the same AppleTalk address or cable range as another interface on the same router or a conflicting address.

**Recommended Action** Verify that you are not specifying an AppleTalk address or cable range used previously on this router, and reconfigure the interface.

**Error Message**

%AT-5-INTCLEARED: [chars]: AppleTalk interface restarting; interface cleared

**Explanation** A **clear interface** command has been issued on an interface that is currently routing AppleTalk.

**Recommended Action** No action is required.

**Error Message**

%AT-5-INTDOWN: [chars]: AppleTalk node down; line protocol down

**Explanation** An AppleTalk hardware interface has been disabled because of a bad serial line, a configuration command, or a bad interface. If the interface was not disabled intentionally, this message indicates a hardware problem.

**Recommended Action** Repair or replace the affected hardware.

**Error Message**

%AT-5-INTRESTART: [chars]: AppleTalk interface restarting; protocol restarted

**Explanation** The hardware interface was reset because of a configuration change. After the reset, AppleTalk automatically reinitialized the interface.

**Recommended Action** No action is required.

**Error Message**

%AT-6-INTUP: [chars]: AppleTalk interface restarting; line protocol came up

**Explanation** An AppleTalk interface that was previously shut down has been restarted.

**Recommended Action** No action is required.

**Error Message**

%AT-3-INVNBPCMD: Invalid NBPtest command [chars]

**Explanation** An unrecognized command was specified in the NBP test facility.

**Recommended Action** Enter a valid command.

**Error Message**

%AT-5-LOSTNEIGHBOR: [chars]: AppleTalk neighbor down; lost contact with [atalk\_address]

**Explanation** A peer router is unreachable.

**Recommended Action** No action is required.

**Error Message**

%AT-6-MACIPDOWN: [chars]: MacIP server shutting down, [IP\_address]

**Explanation** If the **appletalk event-logging** command is configured, this message appears on the console when a MacIP server is no longer operational for any reason. MacIP servers shut down in response to MacIP configuration changes or errors or to a change in the condition or configuration of an AppleTalk or IP interface for which the MacIP server is providing service. The AppleTalk zone served by the MacIP server replaces the zone specified in the **appletalk zone** command. The IP address configured on the MacIP server replaces the IP address configured by the **ip address** command.

**Recommended Action** No action is required.

**Error Message**

%AT-4-MACIPNOCABLE: [chars]: MacIP inoperable IP interface, [IP\_address]

**Explanation** If the **appletalk event-logging** command is configured, this message appears on the console when a MacIP server can no longer operate because of a change in the condition of the IP interface it serves. This condition can occur if IP routing is shut down on the interface or if the IP address of the interface is changed so that the IP address of MacIP server is no longer valid on the same cable. The AppleTalk zone served by the MacIP server replaces the zone specified in the **appletalk zone** command. The IP address configured on the MacIP server replaces the IP address configured by the **ip address** command.

**Recommended Action** No action is required.

**Error Message**

%AT-6-MACIPUP: [chars]: MacIP server operational, [IP\_address]

**Explanation** If the **appletalk event-logging** command is configured, this message appears on the console when a MacIP server is fully initialized and is ready to accept client requests. The AppleTalk zone served by the MacIP server replaces the zone specified in the **appletalk zone** command. The IP address configured on the MacIP server replaces the IP address configured by the **ip address** command.

**Recommended Action** No action is required.

**Error Message**

%AT-3-MCMISMATCH: [chars]: AppleTalk interface warning; zone multicast [enet] differs from our multicast [enet]

**Explanation** A computed multicast address disagrees with that provided by another AppleTalk router. The other AppleTalk router may be misconfigured or faulty.

**Recommended Action** Correct the problem at the other router.

**Error Message**

%AT-6-NBRDELETED: Neighbor entry for [atalk\_address] deleted

**Explanation** The **clear appletalk neighbor** command displays this message when it is completed.

**Recommended Action** No action is required.

**Error Message**

%AT-6-NEIGHBORUP: [chars]: AppleTalk neighbor up; [atalk\_address] has restarted

**Explanation** A neighboring router to which this router previously lost connectivity has reappeared on the network.

**Recommended Action** No action is required.

**Error Message**

%AT-3-NETDISAGREES: [chars]: AppleTalk interface disabled; network incompatible with [atalk\_address]

**Explanation** The interface has been disabled because the configured AppleTalk address or cable range for the interface conflicts with that of another router on the attached network.

**Recommended Action** Reconfigure the affected routers so that there are no conflicting addresses or cable ranges on the attached network.

**Error Message**

%AT-4-NETINVALID: [chars]: AppleTalk node down; conflicts with active internet

**Explanation** The configuration specified for the interface conflicts with the active AppleTalk internetwork. For example, a cable range might be configured in a way that overlaps an existing route but does not match the entry exactly.

**Recommended Action** Use the **appletalk cable-range** command to reconfigure the interface so that there are no conflicts with the existing AppleTalk network, or take any other actions necessary to resolve the conflict. AppleTalk will periodically attempt to restart the interface.

**Error Message**

```
%AT-6-NEWNEIGHBOR: [chars]: AppleTalk neighbor added; [atalk_address] is operational
```

**Explanation** The router has discovered a new AppleTalk router on the network.

**Recommended Action** No action is required.

**Error Message**

```
%AT-6-NEWROUTE: [chars]: AppleTalk network added; [atalk_net] via [atalk_address] ([dec] hop [chars])
```

**Explanation** A new AppleTalk route has been learned. The message indicates the source of the route and its distance in hops.

**Recommended Action** No action is required.

**Error Message**

```
%AT-6-NEWZONE: AppleTalk zone added; zone [chars] defined
```

**Explanation** A new AppleTalk zone has been created.

**Recommended Action** No action is required.

**Error Message**

```
%AT-3-NOADDRSAVAIL: [chars]: AppleTalk node down; no addresses available
```

**Explanation** A free node could not be found on the interface.

**Recommended Action** If your AppleTalk network has fewer than 250 nodes, issue the **debug appletalk errors** command and then call your Cisco technical support representative. If your AppleTalk network has more than 250 nodes, split it into smaller networks by creating new segments and moving some nodes into the new segments.

**Error Message**

```
%AT-3-NOBESTPATH: Could not compute best path for network [atalk_net]
```

**Explanation** A path to the specified network could not be found.

**Recommended Action** Use the **show appletalk route** command to verify that a path to the specified network exists. If it does, copy the error message exactly as it appears, and report it along with the output of the **show appletalk route** command to your technical support representative.

**Error Message**

%AT-6-NODEWRONG: [chars]: AppleTalk node [atalk\_address] misconfigured; reply has been broadcast

**Explanation** An AppleTalk node has sent a GetNet Info request to this router specifying an invalid network number for the source of the GetNet Info request. This situation occurs when an AppleTalk end node is moved to another network and is therefore misconfigured for the current network.

**Recommended Action** No action is required.

**Error Message**

%AT-1-NOMEM: Could not allocate memory for [chars] at line [dec] in [chars]

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

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

**Error Message**

%AT-6-NOPROXY: AppleTalk proxy deleted; zone [chars] freed network [atalk\_net]

**Explanation** A previously configured Name Binding Protocol (NBP) proxy has been deleted. The router can no longer convert NBP requests to a format understood by routers that support only the original AppleTalk specification.

**Recommended Action** No action is required.

**Error Message**

%AT-3-NOROUTE: No route to destination [atalk\_address]

**Explanation** The router could not deliver a packet to a destination because it did not know where to send it.

**Recommended Action** Use the **show appletalk route** command to verify that a path to the destination exists. If it does, copy the error message exactly as it appears, and report it with the output of the **show appletalk route** command to your Cisco technical support representative.

**Error Message**

%AT-3-NOSRCADDR: [chars]: AppleTalk packet error; no source address available

**Explanation** The router could not generate an AppleTalk packet because no valid AppleTalk source address was available to identify this router in the packet.

**Recommended Action** Configure an interface to have an address or cable range. Use the **show appletalk** command to verify that the interface is operational.

**Error Message**

%AT-3-NOSUCHNBR: No such neighbor, [atalk\_address]

**Explanation** The user has specified a nonexistent neighbor address in a **show appletalk neighbor** or **clear appletalk neighbor** command.

**Recommended Action** Specify a valid neighbor address that appears in the output of the **show appletalk neighbor** command.

**Error Message**

%AT-5-NOSUCHROUTE: No such route [dec]

**Explanation** The user has specified a nonexistent route in a **show appletalk route** or **clear appletalk route** command.

**Recommended Action** Specify a valid route that appears in the output of the **show appletalk route** command.

**Error Message**

%AT-3-NOTRUNNING: AppleTalk not running

**Explanation** The user tried to show or change the AppleTalk configuration when AppleTalk routing was not turned on.

**Recommended Action** Issue the **appletalk routing** command before issuing any other AppleTalk configuration or display command.

**Error Message**

%AT-5-NOTSUPPORTED: [chars]: AppleTalk node down; line protocol not supported

**Explanation** An encapsulation method on the specified interface does not support AppleTalk.

**Recommended Action** No action is required.

**Error Message**

%AT-3-NOVIRTUAL: [chars]: client tried to connect, but no virtual network is declared

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

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

**Error Message**

%AT-5-OLDMCI: [chars]: AppleTalk route cache disabled; firmware is obsolete

**Explanation** The firmware on the MCI controller card does not support AppleTalk fast switching.

**Recommended Action** No corrective action is required. Normal AppleTalk operation continues, but the fast-switching cache is disabled for the interface associated with the MCI card. If this message is unexpected, verify that the MCI firmware for the interface specified in the error message is at level 1.7 or higher.

**Error Message**

%AT-6-ONLYROUTER: [chars]: AppleTalk interface enabled; no neighbors found

**Explanation** No other AppleTalk routers were found on the network attached to the interface.

**Recommended Action** No action is required.

**Error Message**

%AT-3-OUTOFSYNC: [chars]: AURP connection out of sync...terminating

**Explanation** AURP has detected packets that were out of sequence. This situation might be caused by a lost connection.

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

**Error Message**

%AT-6-PATHADD: [chars]: AppleTalk [chars] path to network [atalk\_net] added; via [atalk\_address] (metric [dec])

**Explanation** A new AppleTalk path has been learned. The message indicates the source of the path, its distance in hops, its metric, and the type of path.

**Recommended Action** No action is required.

**Error Message**

%AT-5-PATHCHANGE: Route to [atalk\_net] is now using path of type [chars] on [chars] via [atalk\_address]

**Explanation** The path to a network has changed because either the old path went down or a better path has been found.

**Recommended Action** No action is required.

**Error Message**

%AT-6-PATHDEL: [chars]: AppleTalk [chars] path to [atalk\_net] via [atalk\_address] has been deleted

**Explanation** A path on the AppleTalk network has aged out.

**Recommended Action** No action is required.

**Error Message**

%AT-6-PATHNOTIFY: [chars]: AppleTalk [chars] path to [atalk\_net] down; reported bad by [atalk\_address]

**Explanation** A router has gone down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

**Recommended Action** No action is required.

**Error Message**

%AT-4-PATHREJECTED: AURP path [atalk\_net] rejected; conflict detected

**Explanation** The router has detected a conflicting cable range. A router is configured to have a cable range that overlaps with an existing range but does not match the entry exactly.

**Recommended Action** Use the **show appletalk** command to identify the overlapped cable range, and then reconfigure the misconfigured router.

**Error Message**

%AT-6-REGPENDING: NBP registration of [chars] at [[chars]] pending

**Explanation** A name registration call is being performed.

**Recommended Action** No action is required.

**Error Message**

%AT-6-ROUTEDOWN: [chars]: AppleTalk network down; interface to [atalk\_net] disabled

**Explanation** A connected route is being advertised as down (“notify neighbor”) because the configured interface is no longer operational.

**Recommended Action** No action is required.

**Error Message**

```
%AT-6-ROUTENOTIFY: [chars]: AppleTalk network down; [atalk_net] reported bad by [atalk_address]
```

**Explanation** A router has gone down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

**Recommended Action** No action is required.

**Error Message**

```
%AT-6-ROUTEOK: [chars]: AppleTalk network up; [atalk_net] via [atalk_address] ([dec] hop [chars])
```

**Explanation** A routing update has been received for a previously suspect route.

**Recommended Action** No action is required.

**Error Message**

```
%AT-5-RTMPSTATE: [chars]: RTMP path to [atalk_net] via [atalk_address] now in [chars] state (metric [dec], [dec] hops)
```

**Explanation** The state of a path has changed.

**Recommended Action** No action is required.

**Error Message**

```
%AT-3-SUBROUTINE_ERROR: AppleTalk error: [chars]
```

**Explanation** An internal error has occurred. Specifically, a programming assertion in the AppleTalk networking code was violated.

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

**Error Message**

```
%AT-3-ZONEDISAGREES: [chars]: AppleTalk interface disabled; zone list incompatible with [atalk_address]
```

**Explanation** The zone list of the configured interface is inconsistent with the zone list of other routers.

**Recommended Action** Reconfigure the zone list on the router so that it does not conflict with the zone lists on other routers.

**Error Message**

```
%AT-6-ZONEGC: AppleTalk zone deleted; zone [chars] released
```

**Explanation** The router has removed an unused zone from the zone table.

**Recommended Action** No action is required.

**Error Message**

```
%AT-6-ZONEPROXY: AppleTalk proxy defined; zone [chars] using network [atalk_net]
```

**Explanation** This message reports the zone name and network number that are being advertised to support the **appletalk nbp-proxy** command. When proxy service is initiated, this message is generated each time the **appletalk nbp-proxy** command is issued.

**Recommended Action** No action is required.

## ATM Messages

The following are Asynchronous Transfer Mode (ATM) messages.

**Error Message**

```
%ATM-5-ATMSOFTSTART: Restarting ATM signalling and ILMI on [chars].
```

**Explanation** The command just entered causes ATM soft restart.

**Recommended Action** Wait for ATM signaling and ILMI to restart.

**Error Message**

```
%ATM-3-ATM_WAVL_TREE_ERROR: ATM(Node1 [chars] VCD [dec] ([dec]/[dec]), Node2 [chars] VCD [dec] ([dec]/[dec]) Comparison failed
```

**Explanation** A software error has occurred.

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

**Error Message**

```
%ATM-4-AUTOPPP: ATM([chars]): VC(VCD=[dec], VPI=[dec], VCI=[dec]) Auto Detected Encap Type is [chars].
```

**Explanation** The ATM VC point-to-point autosensing encapsulation type has been detected and changed automatically.

**Recommended Action** No action is required.

**Error Message**

%ATM-2-FAILATMSWDB: Fail malloc atm\_swdb at [chars]

**Explanation** System memory exhaustion has caused an internal software error in the ATM subsystem.

**Recommended Action** If the system exhibits any unexpected behavior as a result of this memory exhaustion, a system reset might be necessary in order to clear the error. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%ATM-3-FAILCREATEVC: ATM failed to create VC (VCD=[dec], VPI=[dec], VCI=[dec]) on Interface [chars], (Cause of the failure: [chars])

**Explanation** This message can occur for the following unrelated reasons. Each reason is accompanied by a recommended action.

- The VCD exceeded the maximum available memory. Use a smaller VCD number.
- ARP is allowed only on AAL5-SNAP virtual circuits. Change the encapsulation to AAL5SNAP.
- The VPI-VCI pair or the VCD is already in use. Use a different VPI-VCI or VCD number.
- Only one VCC is allowed on a point-to-point interface. Use a different subinterface.
- AAL3/4-SMDS virtual circuit must be the only virtual circuit on an interface. Turn off AAL3/4.
- AAL3/4-SMDS MID exceeds the maximum. Use a smaller MID value.
- SMDS is not enabled. Enable SMDS.
- The driver failed to accept the virtual circuit. Initiate the virtual circuit again.

**Recommended Action** If none of the listed actions fixes the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

**Error Message**

%ATM-3-FAILMODIFYVC: ATM failed to modify \n VC (VCD=[dec], VPI=[dec], VCI=[dec]) on Interface [chars], (Cause of the \n failure: [chars])

**Explanation** ATM has failed to modify its QoS parameters on a VC for this session.

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

**Error Message**

%ATM-3-FAILREMOVEVC: ATM failed to remove VC (VCD=[dec], VPI=[dec], VCI=[dec]) on Interface [chars], (Cause of the failure: [chars])

**Explanation** ATM has failed to remove a VC. When the PVC configuration parameters change, the PVC is recreated. If the removal of the PVC from the PA fails during PVC recreation, this message is sent.

**Recommended Action** If the PVC remains inactive after receiving this message, enter the **shutdown** and **no shutdown** commands on the affected interface to restart the interface. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%ATM-5-ILMIACCFILTER: New access filter setting will be applied to registration of new addresses on [chars].

**Explanation** The command just entered sets up new ILMI access filter for address registration. It affects only new addresses to be registered. The addresses already registered will not be affected.

**Recommended Action** Enter the **shutdown** command followed by the **no shutdown** command on this interface to restart address registration if you need to remove addresses already registered but not permitted by the new access filter.

**Error Message**

%ATM-5-ILMIADDREG: Address registration on [chars] is enabled.

**Explanation** The command that was just entered has enabled ATM address registration.

**Recommended Action** No action is required.

**Error Message**

%ATM-6-ILMIAUTOCFGALREADY: ILMI ([chars]): Auto-configuration already enabled.

**Explanation** ATM autoconfiguration has already been enabled. The **atm auto-configuration** command just entered is ignored.

**Recommended Action** No action is required.

**Error Message**

%ATM-4-ILMICONFIGCHANGE: ILMI ([chars]): Restarting ATM signalling and ILMI. Peer Configuration change detected.

**Explanation** The configuration of an adjacent peer device has been changed.

**Recommended Action** Wait for the interface to restart itself.

**Error Message**

%ATM-5-ILMIDEFACCFILTER: New global default access filter setting will be applied to registration of new addresses on interfaces using global default access filter.

**Explanation** The command just entered sets up a new global default access filter for address registration. It affects only new addresses to be registered on interfaces using the global default. The addresses that are already registered will not be affected.

**Recommended Action** Enter the **shutdown** command followed by the **no shutdown** command on the desired interfaces to restart address registration if you must remove addresses already registered but not permitted by the new global default access filter.

**Error Message**

%ATM-4-ILMIKEEPALIVEFAIL: ILMI([chars]): Restarting ATM signalling and ILMI. Keepalive failure detected.

**Explanation** The adjacent peer device is not responding to ILMI keepalive polling.

**Recommended Action** Check the connection of the ATM interface and the status of the adjacent peer device. Correct them if necessary. Monitor the system to check if ILMI keepalive comes up again. If this message recurs, copy the message exactly as it appears on the console or in the system log, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%ATM-6-ILMINOAUTOCFG: ILMI([chars]): Auto-configuration is disabled, current interface parameters will be used at next interface restart.

**Explanation** The command just entered causes autoconfiguration to be disabled. The most recently entered interface parameters will be used at the next interface restart.

**Recommended Action** Note which parameters have been configured.

**Error Message**

%ATM-6-ILMINOAUTOCFGALREADY: ILMI([chars]): Auto configuration already disabled.

**Explanation** ATM autoconfiguration has been enabled already. The **no atm auto-configuration** command just entered is ignored.

**Recommended Action** No action is required.

**Error Message**

```
%ATM-3-MLPOATM_ERROR: MLPoATM not configured properly on \n Link [chars] Bundle [chars] :[chars]
```

**Explanation** The configuration of MLPPP-over-ATM on the ATM PVC is either incorrect or incomplete.

**Recommended Action** Ensure that the service policy has been attached to the virtual template and that the queuing strategy on the ATM interface is per-VC queuing and the queuing algorithm is FIFO. To verify the configuration, use the **show interface atm** and **show running-config virtual-template** commands.

**Error Message**

```
%ATM-4-MTUCALLMISMATCH: Call from:
ATM NSAP - [chars]
has mismatched PDU size - forward size is [dec]
- backward size is [dec],
int [chars] PDU size [chars] [chars]
```

**Explanation** The calling or called party has an MTU size configured that is different from the MTU size on the current interface.

**Recommended Action** Either change the configured MTU size on the current interface to that of the calling or called party's interface or change the calling or called party's interface to match the current interface.

**Error Message**

```
%ATM-1-NOPUSRAM: Unit [dec], not enough interface memory
```

**Explanation** The specified ATM interface hardware has run out of interface memory.

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

**Error Message**

```
%ATM-3-OUT_OF_VCDS: ATM failed to create VC on Interface [chars]
```

**Explanation** The ATM subsystem has run out of the internal resources necessary to create a new virtual circuit. This situation can indicate a software error.

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

**Error Message**

%ATM-3-OVERSUBSCRIBED: Interface [chars]: Total [chars] allocation [int][chars] exceeded maximum [chars] of [int][chars].

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

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

**Error Message**

%ATM-3-PPPOEOA\_VCFLAG: ATM: [chars] PVC [dec]/[dec] : Error in PPPoE flag

**Explanation** The ATM PVC PPPoE flag is still set when it should not be set. ATM uses a flag to indicate whether or not it should process PPPoE frames. In some rare conditions, the flag can remain set when it should be set off. This condition can cause PPPoE frames to be processed when they should be dropped.

**Recommended Action** In most cases, no action is required because the system sets the flag to prevent ATM from processing PPPoE frames. The system continues to operate normally. However, if the ATM PVC specified in the error message repeatedly experiences problems involving PPPoE; perform the following steps:

- a. Unconfigure all commands under the PVC.
- b. Remove the PVC.
- c. Reconfigure the PVC.
- d. Enter the **interface atm** *interface.subinterface-number* command in global configuration mode to enter ATM interface configuration mode.
- e. Specify the PVC you would like to unconfigure.
- f. Enter the **no encapsulation** command.
- g. Specify the PVC you just unconfigured.
- h. Reconfigure the PVC using the **encapsulation** command.

**Error Message**

%ATM-6-PVC\_STATE\_CHANGE: ATM([chars]): PVC (VCD=[dec], VPI=[dec], VCI=[dec]) state changed to [chars].

**Explanation** The ATM PVC status has changed.

**Recommended Action** No action is required.

**Error Message**

%ATM-4-STUCK\_VCD: clearing stuck VCD [dec] from map on [chars]

**Explanation** An SVC map entry has a VCD attached to it. This VCD is stuck and has been previously cleared in the driver.

**Recommended Action** The stuck VCD condition was detected and has been cleared. No action is required.

**Error Message**

%ATM-4-UNMATCHUNIVERSION: ([dec]/[dec]/[dec]:[dec]): [chars]. Please verify peer UNI version

**Explanation** The ATM peer equipment appears to be running an old version of ATM UNI and communication with it is not possible.

**Recommended Action** The peer equipment needs to be upgraded in order to communicate with this system.

**Error Message**

%ATM-3-UNSUPPORTED\_QOS\_PARAMS: ATM failed to create VC on Interface [chars]

**Explanation** Either the configuration contains invalid traffic shaping parameters or the software has run out of rate queues.

**Recommended Action** Check the configuration for errors.

**Error Message**

%ATM-5-UPDOWN: Interface [chars], Changing autovc [dec]/[dec] to [chars]

**Explanation** The ATM VC autoprovisioning has either been created, removed, activated, or deactivated.

**Recommended Action** If the status change is intended, no action is required. If this change was unintended, it could indicate some problem. Enter the **shutdown** and **no shutdown** commands to activate and deactivate the VC.

**Error Message**

%ATM-4-VPIVCIRANGE: VPI/VCI range parameters are dis-joint on [chars]

**Explanation** The MinSvccVci is greater than the MaxVci, after negotiation with the peer through ILMI.

**Recommended Action** Disable autoconfiguration on both sides and change the port configuration appropriately so that SVCCs can be set up.

# ATM\_AIM Messages

The following are ATM advanced module (AIM) messages.

## Error Message

%ATM\_AIM-5-ACTIVE\_LINK\_CHANGE: IMA Group [chars] now has [dec] active links.

**Explanation** Active links were added to or removed from the group, changing the bandwidth of the group.

**Recommended Action** No action is required.

## Error Message

%ATM\_AIM-5-ACTIVE\_LINK\_DOWN: Interface [chars] of IMA Group [chars] is now inactive.

**Explanation** The specified link in the specified IMA group has become inactive.

**Recommended Action** No action is required.

## Error Message

%ATM\_AIM-5-ACTIVE\_LINK\_UP: Interface [chars] of IMA Group [chars] is now active.

**Explanation** The specified link in the specified IMA group has become active.

**Recommended Action** No action is required.

## Error Message

%ATM\_AIM-1-AIMREV: ATM AIM type in slot [int] is not supported by this platform.

**Explanation** The ATM AIM that is installed is not supported by this platform.

**Recommended Action** Power off the router and replace the ATM AIM card.

## Error Message

%ATM\_AIM-5-CELL\_ALARM\_DOWN: Interface [chars] regained cell delineation.

**Explanation** Cell delineation was established on the specified interface.

**Recommended Action** No action is required.

**Error Message**

%ATM\_AIM-5-CELL\_ALARM\_UP: Interface [chars] lost cell delineation.

**Explanation** Cell delineation was lost on the specified interface. This may happen due to misconfigured clocking on the corresponding local or remote PHY controller, if the controller itself stays up.

**Recommended Action** If the alarm or the interface is flapping, check the clocking configuration.

**Error Message**

%ATM\_AIM-4-CLOCK\_MODE\_COMMON\_DELAYED: Link [dec] will become the common transmit clock once it is added to group [chars]

**Explanation** The link that is configured as the common transmit clock is not a member of the group, so it cannot provide the clock. The group will use a common transmit clock that is automatically chosen from one of the other active links.

**Recommended Action** No action is required.

**Error Message**

%ATM\_AIM-1-ELMERREV: AIM in slot [int] not supported by this HW revision.

**Explanation** The revision level of the Cisco C2600 Elmer PLD does not support the specified ATM AIM.

**Recommended Action** Reprogram the Cisco C2600 Elmer PLD to a later hardware revision. Refer to the release notes for the Cisco 2600 and ATM AIM on Cisco.com for an explanation of how to reprogram the PLD.

**Error Message**

%ATM\_AIM-3-IDB\_CREATE: Error creating an idb for VoIP fastswitching in aim slot [dec].

**Explanation** The ATM AIM driver has failed to create an IDB for VoIP fast switching.

**Recommended Action** Power down and reboot the system. If this message recurs, the Cisco IOS software image is most likely missing a required subsystem. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%ATM\_AIM-1-IMA\_HW\_ERROR: ATM AIM Firmware Command Failure: [chars] for the handle: ([hex])

**Explanation** ATM AIM firmware has failed to respond to the command. This is an indication of a command failure by the firmware.

**Recommended Action** Reboot the system. If the message recurs, the ATM AIM should be replaced.

**Error Message**

%ATM\_AIM-1-INITFAIL: ATM\_AIM [dec]: Initialization failed at [chars]

**Explanation** The ATM AIM device would not reset properly. A failure to reset indicates an ATM AIM hardware failure.

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

**Error Message**

%ATM\_AIM-1-INVALMT: Invalid ATM AIM element: [dec]

**Explanation** The ATM AIM element number specified in the command is invalid.

**Recommended Action** ATM AIM element numbers range from 0 to one less than the number of ATM AIMS possible in your system. Check the number of ATM AIMS present in your system.

**Error Message**

%ATM\_AIM-1-NODEV: AIM slot [dec]: Could not locate ATM AIM; found PCI vendor id [hex] instead

**Explanation** The AIM ID PROM indicates that an ATM AIM is present, but the PCI vendor or device ID was not that expected for an ATM AIM.

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

**Error Message**

%ATM\_AIM-5-NO\_LINK\_MEMBERS: [chars] is using channel [dec] but has no configured links.

**Explanation** The IMA interface has been configured as up, but it has no link members. The IMA interface cannot become active until active links are added to the group.

**Recommended Action** No action is required.

**Error Message**

%ATM\_AIM-1-NOMEMORY: ATM\_AIM [dec]: Memory allocation failure; could not allocate [chars]

**Explanation** An attempt to allocate memory for the specified ATM AIM has failed. More RAM might be required for the execution of this image.

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

**Error Message**

```
%ATM_AIM-1-NOSUCH: No such ATM AIM element: [dec]
```

**Explanation** The ATM AIM element number that was specified is not present in the system.

**Recommended Action** ATM AIM element numbers range from 0 to one less than the number of ATM AIMS present in your system. Check the number of ATM AIMS present in your system.

**Error Message**

```
%ATM_AIM-1-OPEN_CHAN_FAIL: ATM AIM VC Init Failed cause:([chars])
```

**Explanation** The **pvc** or **svc** command has failed to create the ATM AIM VC.

**Recommended Action** Make sure you are not trying to configure more than the maximum allowed number of VCs. If this error is caused by a memory allocation failure, more I/O memory is required. If the interface cannot be opened, check the ATM AIM hardware.

**Error Message**

```
%ATM_AIM-1-OPEN_PORT_FAIL: ATM AIM Port Init Failed cause:([chars])
```

**Explanation** An attempt to create an ATM AIM port has failed for the **mode atm** command.

**Recommended Action** Make sure that you are not trying to configure more than the maximum allowed number of ports. If this error is caused by a memory allocation failure, more I/O memory is required. If the port cannot be opened, check the ATM AIM hardware.

**Error Message**

```
%ATM_AIM-1-PCIABT: ATM AIM [int]: PCI Abort reported: status [hex]
```

**Explanation** The specified ATM AIM has reported a bus error (PCI Abort).

**Recommended Action** This condition is an indication of a serious malfunction of the ATM AIM or of the system bus. The ATM AIM should be replaced.

**Error Message**

```
%ATM_AIM-6-SHUTDOWN: [chars] shutting down
```

**Explanation** The specified ATM AIM is shutting down. It may have been physically removed. This message also appears when the **clear atm aim** command is used.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message**

%ATM\_AIM-6-STARTUP: [chars] initialized

**Explanation** The specified ATM AIM is initialized.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message**

%ATM\_AIM-4-TEST\_LINK\_DELAYED: Link [dec] will initiate the test pattern procedure once its added to group [chars].

**Explanation** The link chosen to transmit the test pattern is not a member of the group, so the test pattern cannot be transmitted.

**Recommended Action** No action is required.

**Error Message**

%ATM\_AIM-4-TEST\_LINK\_STOPPED: Stopping test pattern procedure on group [chars].

**Explanation** The link transmitting the test pattern has been removed from the group, and so the test pattern has stopped.

**Recommended Action** No action is required.

**Error Message**

%ATM\_AIM-1-UNEXPINT: Unexpected AIM Interrupt

**Explanation** The system has received an AIM interrupt from an unknown AIM device. No recognizable AIM is installed in the system.

**Recommended Action** If there is an ATM AIM installed in the Cisco C2600, it is defective and must be replaced. If there is some other AIM installed in the Cisco C2600, it must be removed. If there is no AIM installed, the Cisco C2600 unit is defective and must be replaced.

# ATMCES Messages

The following are ATM access concentrator protocol control information (PCI) port adapter driver messages.

## Error Message

```
%ATMCES-1-BAD1575: The 1575 device could not be initialized on bay [dec], shutting down bay
```

**Explanation** The port adapter has failed its initialization.

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

## Error Message

```
%ATMCES-3-BADALTERACONFIG: Couldn't configure the Altera, DIO not reset
```

**Explanation** The port adapter has failed its initialization.

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

## Error Message

```
%ATMCES-3-BADALTERAINIT: Couldn't initialize the Altera, DIO not set
```

**Explanation** The port adapter has failed its initialization.

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

## Error Message

```
%ATMCES-3-BADBRDGCFG: Couldn't get bridge configuration: [chars]
```

**Explanation** The bridge configuration has failed.

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

**Error Message**

%ATMCES-1-BADPATTYPE: Invalid Port Adapter Hardware Type Type=[dec]

**Explanation** The port adapter ID is incorrect.

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

**Error Message**

%ATMCES-1-BADSLAVE: The Slave device could not be initialized on bay [dec], shutting down bay

**Explanation** The port adapter has failed its initialization.

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

**Error Message**

%ATMCES-1-ERRCREATEVC: The 1575 device failed to create VC [dec], file:[chars] line:[dec]

**Explanation** The port adapter has encountered errors in setting up the VC.

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

**Error Message**

%ATMCES-1-ERRRMVC: The 1575 device not totally clean in removing VC [dec], file:[chars] line:[dec]

**Explanation** The port adapter has encountered errors in shutting down the VC. This may affect future VC creation.

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

**Error Message**

%ATMCES-3-NOTATMCESDEV: Device reported [hex]

**Explanation** The PCI device ID was not correct.

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

# ATMCORE Messages

The following are ATM core messages.

## Error Message

%ATMCORE-4-ATM\_SYS\_ERROR: [chars]

**Explanation** The ATM core subsystem has encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

## Error Message

%ATMCORE-2-INTERNAL\_CRITICAL: [chars]

**Explanation** The ATM core subsystem has encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

## Error Message

%ATMCORE-3-INTERNAL\_ERROR: [chars]

**Explanation** The ATM core subsystem has encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

**Error Message**

```
%ATMCORE-4-INTERNAL_WARNING: [chars]
```

**Explanation** The ATM core subsystem has encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

## ATMLC Messages

The following are Cisco 7300 ATM line card software messages.

**Error Message**

```
%ATMLC-4-ALARM: Interface ATM[dec]/[dec], received SONET/SDH alarm: [chars]
```

**Explanation** The ATM framer interface has received a SONET or SDH alarm. The message text provides more information on the specific nature of the message.

**Recommended Action** Perform one or more following actions, depending on when and how the error was received:

- SONET or SDH alarms may occur while a line card is initializing and negotiating its clock synchronization with the peer. In this situation, the alarms will be cleared, this message is informational only, and no action is required.
- If the message continues to appear after the line card is initialized and the connection is set up, enter the **show controller atm** command to check the framer alarms. If the output of the **show controller atm** command shows framer alarms, and those alarms do not disappear, ensure that the optical fiber cable is not broken and is properly inserted and that the far end of the peer is not malfunctioning.
- If the error message persists, the message should reflect the alarm conditions of the SONET-based or SDH-based network. In this case, the alarm was sent by a far-end entity, and the source and purpose of the alarm should be investigated by a network administrator, if the problem is not already known.
- If you determine that the message itself is being received in error, copy the message exactly as it appears on the console or in the system log, Enter the **show c7300** and **show controller atm** 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.
- If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require

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

#### Error Message

```
%ATMLC-6-CLOCKING: Interface ATM[dec]/[dec], changed clock source to [chars]
```

**Explanation** The clock source of the ATM interface has changed to either the line clock or the internal clock, as indicated in the message. If the ATM interface has been configured for line clocking and receives SONET or SDH alarms including loss of signal, loss of frame, and line alarm indication alarms, the interface will first change to the internal clock before changing back to the line clock when the alarms are cleared. If the ATM interface is configured for internal clocking, the SONET or SDH alarms will not cause any clocking change. This message shows the run-time clock source changes on an ATM interface; the **show controller atm** command always shows the user-configured clock source.

**Recommended Action** No action is required.

#### Error Message

```
%ATMLC-3-HWFAIL: The ATM line card in slot [dec] encountered a hardware failure:  
[chars]
```

**Explanation** The ATM line card has encountered a hardware failure and should be deactivated. The problem can be any one of the following:

- A memory allocation failure for control data
- A failure to access the framer, ATM SAR devices, or the line card FPGA
- Uncorrectable multibit ECC errors in line card memory
- A PCI bus timeout
- An ATM SAR device (reassembler or segmenter) that did not respond to configuration commands
- An unrecoverable data corruption or parity error

The message indicates a hardware failure. The line card may have been deactivated by the system.

**Recommended Action** Perform an OIR operation on the line card to confirm that the problem persists. If the problem persists, copy the error message exactly as it appears on the console or in the system log. Enter the **show c7300**, **show diag slot-number** commands, with *slot-number* being the slot number of the affected card, and the **show c7300 errorlog slot**, **show interface atm**, and **show controller atm** commands to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

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

### Error Message

```
%ATMLC-1-INITFAIL: The ATM line card in slot [dec] failed to initialize (cause [chars])
```

**Explanation** The ATM line card has failed its initialization. The reason for the failure is indicated in the message text. The problems can be one of the following:

- A memory allocation failure for control data
- A failure to access the framer, ATM SAR devices, or line card FPGA
- Uncorrectable multibit ECC errors in line card memory
- A PCI bus timeout or failure to download ATM SAR firmware to the SAR devices
- An ATM SAR device (reassembler or segmenter) that did not boot up or does not respond to configuration commands

**Recommended Action** Perform one or more of the following actions:

- Consult your line card installation and configuration guide and ensure that the line card is properly installed and configured.
- Perform an OIR operation on the line card either by physically removing and inserting the line card or by entering the **hw-module slot slot-number stop** command, with *slot-number* being the slot number of the affected card, followed by the **hw-module slot slot-number start** command.
- Attempt to reload the system to take the system offline.
- If the problem persists, the message indicates an unrecoverable hardware failure. Copy the message exactly as it appears on the console or in the system log. 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.

## ATMOC3 Messages

The following are ATM OC-3 network module messages.

### Error Message

```
%ATMOC3-1-DISCOVER: The Network Module in slot [dec] did not initialize.
```

**Explanation** The network module has failed its initialization.

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

**Error Message**

```
%ATMO3-1-GENERAL: [chars] error.
```

**Explanation** A nonrecoverable error has occurred.

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

**Error Message**

```
%ATMO3-1-INITFAIL: The Network Module in slot [dec] failed to initialize (cause [chars]).
```

**Explanation** The network module has failed its initialization.

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

**Error Message**

```
%ATMO3-1-INVALID_PCI_ID: The network module hardware reports an invalid [chars] device id of [hex].
```

**Explanation** The ATMO3 network module hardware might have failed.

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

**Error Message**

```
%ATMO3-3-INVALID_QOS: Unsupported QoS category on [chars] VC [dec]/[dec]
```

**Explanation** The VC cannot become active because a QoS category is unsupported.

**Recommended Action** Remove or modify the class VC so that the VC can become active.

**Error Message**

```
%ATMOC3-1-INVALIDPAK: ATM OAM receive interrupt has invalid
packetpak->chunk_num=[dec], pak->refcount=[dec]
```

**Explanation** PAK members are corrupt.

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

**Error Message**

```
%ATMOC3-1-PCMCIA: The ATM Network Module in slot [dec] is incompatible with the
PCMCIA controller in the router.
```

**Explanation** The PCMCIA controller contains downlevel software.

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

**Error Message**

```
%ATMOC3-1-PVP: [chars] traffic type not allowed in a PVP.
```

**Explanation** The specified traffic type cannot be configured in a PVP.

**Recommended Action** Either change the traffic type of this VC or remove it from the PVP.

**Error Message**

```
%ATMOC3-1-PVP_VC: Failed to activate F4 [chars] VC. PVP [dec].
```

**Explanation** The required control VC was not established.

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

**Error Message**

```
%ATMOC3-1-TOOBIG: [chars], packet(size [dec]) too big.
```

**Explanation** A packet greater than 256 bytes has been received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem recurs, the error might be related to data traffic patterns. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

# ATMPA Messages

The following are ATM port adapter messages.

## Error Message

```
%ATMPA-3-BADPARTICLE: [chars]: bad rx particle [hex] flags [hex] index [dec]
```

**Explanation** The PA host driver has detected a duplicate Rx host buffer returned.

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

## Error Message

```
%ATMPA-3-BADTXBFD: [chars]: bad tx buffer descriptor on vcd [dec] size [dec]
bfd_index [dec]
```

**Explanation** The PA host driver has detected an invalid Tx buffer descriptor.

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

## Error Message

```
%ATMPA-3-BADTXPACKET: [chars]: bad tx packet on vcd [dec] size [dec]
```

**Explanation** The PA host driver detected a bad Tx host buffer that had a size of 0.

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

**Error Message**

```
%ATMPA-3-BADVCD: [chars] bad vcd [dec] packet -  
[hex] [hex] [hex] [hex] [hex] [hex]
```

**Explanation** The port adapter has received a packet on a nonexistent VC.

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

**Error Message**

```
%ATMPA-5-BADVSETUP: ti1570_vc_setup failed. (vci [dec] of the lastvpi [dec]  
exceeds (vc-per-vp - 3)).
```

**Explanation** The TI1570 chip reserves three Rx DMA channels for OAM cells. As a result, the last three VCIs of the last VPI block cannot be used for regular traffic.

**Recommended Action** Do not try different VCI and VPI combinations.

**Error Message**

```
%ATMPA-0-BATMANERROR: misc_cntl_reg [hex]. Resetting the OC12 PA...
```

**Explanation** The ASIC that interfaces the SAR engines to the VIP4 packet-switching and routing processor has encountered an error that has caused it to fail. As its main function, this ASIC supports the SARs by implementing the cell and packet buffering scheme that is expected on the Port 1 interface, and by managing the commands and indications sequences on the Port 2 interface.

**Recommended Action** The OC-12 will reboot itself; no action is required. If necessary, clear the interfaces by entering the **clear interface** command.

**Error Message**

```
%ATMPA-0-BATMANERROR: misc_cntl_reg [hex].\nResetting the OC12 PA...\n
```

**Explanation** BATMAN (an ASIC which resides on the OC-12 PA) has halted because of a fatal error.

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

**Error Message**

```
%ATMPA-3-CMDFAIL: [chars] Command Failed at [chars] - line [dec], arg [dec]
```

**Explanation** The port adapter has failed to process a command.

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

**Error Message**

%ATMPA-1-CTRLMEMFAIL: [chars] control memory bad

**Explanation** A memory test failed within the PCI control memory. This situation probably indicates that a memory chip has failed.

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

**Error Message**

%ATMPA-7-CWREG00: [chars] [hex], [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR CW4010 registers dump has occurred.

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

**Error Message**

%ATMPA-7-CWREG01: [chars] [hex], [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR CW4010 registers dump has occurred.

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

**Error Message**

%ATMPA-7-CWREG02: [chars] [hex], [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR CW4010 registers dump has occurred.

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

**Error Message**

%ATMPA-7-CWREG03: [chars] [hex], [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR CW4010 registers dump has occurred.

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

**Error Message**

%ATMPA-7-CWREG04: [chars] [hex], [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR CW4010 registers dump has occurred.

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

**Error Message**

%ATMPA-7-CWREG05: [chars] [hex], [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR CW4010 registers dump has occurred.

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

**Error Message**

%ATMPA-7-CWREG06: [chars] [hex], [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR CW4010 registers dump has occurred.

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

**Error Message**

%ATMPA-7-CWREG07: [chars] [hex], [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR CW4010 registers dump has occurred.

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

**Error Message**

%ATMPA-3-DISCOVER: found [dec] interfaces on bay [dec] (device ID [hex])

**Explanation** The software could not identify the interface card.

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

**Error Message**

```
%ATMPA-3-FWCKSUM: [chars] SAR firmware checksum error (expected [hex], obtained [hex])
```

**Explanation** A CM622 ATM SAR firmware checksum error has occurred.

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

**Error Message**

```
%ATMPA-1-GIANTPAK: [chars] vc [dec] received a giant packet size [dec] - [hex] [hex] [hex] [hex] [hex] [hex]
```

**Explanation** The port adapter has received a packet that is larger than the maximum size allowed (a giant packet).

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

**Error Message**

```
%ATMPA-3-INITERROR: In file [chars] - line [dec]
```

**Explanation** The CM622 process agent could not be created. This process is a temporary process that is used to download firmware.

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

**Error Message**

```
%ATMPA-3-INITFAIL: ATMPA (bay [dec]), Init Failed at [chars] - line [dec]
```

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

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

**Error Message**

```
%ATMPA-1-INVALIDCONFIG: VIP2-40 and below only supports one OC-3 ATM PA. The other PA bay needs to be emptied in order for the ATM PA to function.
```

**Explanation** The bandwidth requirements of the installed port adapters exceed the rated capability of the processor.

**Recommended Action** Either remove one of the port adapters or upgrade the VIP.

**Error Message**

```
%ATMPA-2-INVDEVICE: Slot [dec] device is invalid (ID [hex])
```

**Explanation** The ATM Deluxe PCI driver found an incorrect PCI device ID during initialization. This message could indicate that a hardware failure has caused an actual failure to read the ID, or that the software needs to be upgraded to support hardware that did not exist yet when the software was written.

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

**Error Message**

```
%ATMPA-7-MISC0: 00 [hex], 01 [hex], 02 [hex], 03 [hex]
```

**Explanation** This message indicates that a SAR miscellaneous dump has occurred.

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

**Error Message**

```
%ATMPA-7-MISC1: 04 [hex], 05 [hex], 06 [hex], 07 [hex]
```

**Explanation** This message indicates that a SAR miscellaneous dump has occurred.

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

**Error Message**

```
%ATMPA-7-MISC2: 08 [hex], 09 [hex], 10 [hex], 11 [hex]
```

**Explanation** This message indicates that a SAR miscellaneous dump has occurred.

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

**Error Message**

```
%ATMPA-7-MISC3: 12 [hex], 13 [hex], 14 [hex], 15 [hex]
```

**Explanation** This message indicates that a SAR miscellaneous dump has occurred.

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

**Error Message**

```
%ATMPA-3-NOTCM622: Slot [dec] device is not PLX??? used on OC-12 PA (ID [hex])
```

**Explanation** The PCI vendor ID of the PA is not Valid. This condition could be due to a failed PA.

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

**Error Message**

```
%ATMPA-3-NOTCM622: Slot [dec] device is not a valid PCI device vendor ID used on OC-12 PA (ID [hex])
```

**Explanation** The driver found a device type other than what it expected in the specified PCI slot.

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

**Error Message**

%ATMPA-3-NOTTI1570: Slot [dec] device is not TI1570 (ID [hex])

**Explanation** The driver has found an unexpected device type in the specified PCI slot. If the device is a TI1570, then a hardware failure might have occurred.

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

**Error Message**

%ATMPA-3-NOTXDESCSPACE: [chars] No tx descriptor space in buffer, data block [hex], data start [hex]

**Explanation** The driver could not allocate memory for a packet. This message is probably caused by memory exhaustion.

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

**Error Message**

%ATMPA-3-NOVPSPACE: [chars] Runs out of VP space for vpi [dec]

**Explanation** A driver for the VP control block could not be obtained from an unused queue or a queue that is already in use. A new VP or VC could not be created.

**Recommended Action** Enter the **atm vc-per-vp** command in interface configuration mode to increase the number of VPs that are configurable on the PA-A3-OC12.

**Error Message**

%ATMPA-3-PCI\_PERROR: TI1570 unit [chars]: PCI parity error ([hex])

**Explanation** A parity error has occurred on the PCI bus. This condition probably indicates an existing or developing hardware failure.

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

**Error Message**

%ATMPA-3-PCIMEMNOTENOUGH: Only [hex] bytes of memory available for [chars]

**Explanation** The port adapter needs more PCI memory. The installed amount is less than the amount required by the drivers for packet buffers.

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

**Error Message**

%ATMPA-7-REG00: [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR APU registers dump has occurred.

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

**Error Message**

%ATMPA-7-REG01: [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR APU registers dump has occurred.

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

**Error Message**

%ATMPA-7-REG02: [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR APU registers dump has occurred.

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

**Error Message**

%ATMPA-7-REG03: [chars] [hex], [chars] [hex], [chars] [hex]

**Explanation** This message indicates that a SAR APU registers dump has occurred.

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

**Error Message**

%ATMPA-1-REGFAIL: register [hex] write value [hex] but read [hex]

**Explanation** The port adapter has failed to write a register.

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

**Error Message**

%ATMPA-1-RPTFAIL: [chars] failed to send report [dec] at [chars] - line [dec]

**Explanation** The port adapter has failed to send a report from the VIP.

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

**Error Message**

%ATMPA-3-RXDMANOTINACT: RX DMA entry [hex] not going inactive

**Explanation** A receive DMA channel failed to deactivate during the shutdown of a virtual circuit. This failure could originate in either the hardware or software.

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

**Error Message**

%ATMPA-3-RXFREEZE: [chars]: receive freeze [dec]

**Explanation** Excessive traffic congestion on the ATM interface may have resulted in cell loss. The cell buffers of the PCI-ATM interface were full when a cell arrived on the interface, resulting in a receive freeze condition.

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

**Error Message**

%ATMPA-4-RXSARIND: RX SAR cmd [chars] error: [chars] (indication=[hex] [hex] [hex])

**Explanation** Errors involving ATM driver RX SAR indication have occurred.

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

**Error Message**

%ATMPA-3-SARCRASH: [chars]: SAR[dec] Chip Crashdump:

**Explanation** The SAR chip has crashed, and the interface is being reset.

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

**Error Message**

%ATMPA-3-SAROP: [chars] SAR doing [chars] error: [chars]

**Explanation** An error involving an ATM driver SAR operation has occurred.

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

**Error Message**

%ATMPA-3-SETUPVCFailure: [chars]: Platform Setup\_vc failed for [dec]/[dec], vcd [dec]

**Explanation** A VC could not be set up for the RSP platform.

**Recommended Action** Enter the **debug atm error** command on the platform console to attempt to identify the nature of the problem.

**Error Message**

%ATMPA-3-SETUPVPFAILURE: [chars]: Platform Setup\_vp failed for vpi [dec]

**Explanation** The platform setup VP has failed for the specified VPI.

**Recommended Action** Enter the **debug atm error** command on the platform console to help determine the cause of the error.

**Error Message**

```
%ATMPA-3-TNLNOTEEMPTY: [chars] Have to close all VCs before modifying the VP tunnel [dec]
```

**Explanation** The VP tunnel has open VCs that are associated with it. The VP cannot be deleted before deleting the other VCs associated with this VP.

**Recommended Action** Remove all the VCs that are associated with the VP tunnel before modifying the VP.

**Error Message**

```
%ATMPA-3-TXACKERROR: [chars] tx cmd ack error ([hex]), vcd [dec].
```

**Explanation** An error occurred while a Tx acknowledgment was being processed.

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

**Error Message**

```
%ATMPA-3-TXCMDFAIL: TX CMD [dec] failed for vcd [dec].
```

**Explanation** A failure occurred while a command for the SAR was being processed, or an acknowledgment could not be performed for a command.

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

**Error Message**

%ATMPA-3-TXDMANOTFLUSHED: TX DMA not flushed

**Explanation** A transmit DMA channel has failed to flush its buffers during the shutdown of an ATM interface. This failure could originate in either the hardware or software.

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

**Error Message**

%ATMPA-3-TXFREEZE: [chars]: transmit freeze [dec]

**Explanation** The PCI-ATM interface had to stop the transmitter while waiting for data.

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

**Error Message**

%ATMPA-3-TXINDERROR: [chars] Tx Indication FIFO full.

**Explanation** The Tx FPGA has reported that the FIFO is full.

**Recommended Action** No action is required. The OC-12 will reboot itself.

**Error Message**

%ATMPA-3-UNSUPPORTED: Interface [chars]:[chars] command not supported

**Explanation** An attempt was made to configure a rate queue on an ATM Lite port adapter that does not support rate queues.

**Recommended Action** Check the configuration and retry the operation, avoiding unsupported features.

**Error Message**

%ATMPA-2-VPCountLIMIT: ti1570\_vc\_setup failed. (vp\_count [dec] > max\_vp [dec]).

**Explanation** An attempt has been made to create more virtual paths than the configured maximum number of virtual paths. ATM Light supports six virtual paths by default. The default value can be changed using interface configuration command **atm vc-per-vp number**, with *number* representing the maximum number of VCIs to support per VPI.

**Recommended Action** Decrease the VC-per-VP value to increase the number of virtual paths that can be created.

# ATMSIG Messages

The following are ATM signaling subsystem messages

## Error Message

```
%ATMSIG-3-ATMSIG_CUG_DELETE_FAILED: ATMSIG([chars])
```

**Explanation** A software error occurred during the removal of a member from a closed user group. Other messages appearing immediately prior to this one might be related.

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

## Error Message

```
%ATMSIG-3-ATMSIG_CUG_INSERT_FAILED: ATMSIG([chars])
```

**Explanation** A software error has occurred during the addition of a member to a closed user group. Other messages appearing immediately prior to this one might be related.

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

## Error Message

```
%ATMSIG-3-ATMSIG_LISTEN_FAILED_DUP: Duplicate LISTEN by [chars] for existing NSAP [chars] owned by [chars]
```

**Explanation** An application attempted either to LISTEN on an NSAP owned by another application or to LISTEN for the same NSAP twice.

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

**Error Message**

```
%ATMSIG-3-ATMSIG_PRTY_DELETE_FAILED: ATMSIG([chars] [dec],[dec] - [dec]/[dec])  
avl prty del failed:svc [hex] party [hex]
```

**Explanation** A software error occurred during the removal of a party from a point-to-multipoint call. Other messages appearing immediately prior to this one might be related.

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

**Error Message**

```
%ATMSIG-3-ATMSIG_PRTY_INSERT_FAILED: ATMSIG([chars] [dec],[dec] - [dec]/[dec])  
avl prty ins failed:svc [hex] party [hex]
```

**Explanation** A software error occurred during the addition of a party to a point-to-multipoint call. Other messages appearing immediately prior to this one might be related.

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

**Error Message**

```
%ATMSIG-3-ATMSIG_SVC_DELETE_FAILED: ATMSIG([chars] [dec],[dec] - [dec]/[dec]) SVC  
wavl del failed:svc [hex]
```

**Explanation** A software error occurred during the closure of an SVC. Other messages appearing immediately prior to this one might be related.

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

**Error Message**

```
%ATMSIG-3-ATMSIG_SVC_INSERT_FAILED: ATMSIG([chars] [dec],[dec] - [dec]/[dec]) SVC  
wavl ins failed:svc [hex]
```

**Explanation** A software error occurred during the creation of an SVC. Other messages appearing immediately prior to this one might be related.

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

**Error Message**

```
%ATMSIG-4-CONFIG_ERROR: Configuration Error: [chars] [chars]
```

**Explanation** This message indicates that a configuration error has occurred in the ATM Signaling subsystem. The message will display more specific information about the problem location.

**Recommended Action** Change the configuration to correct the error.

**Error Message**

```
%ATMSIG-3-DBINITFAIL: Signalling control block initialization failure, [chars]
```

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

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

**Error Message**

```
%ATMSIG-3-ENQFAIL: process_enqueue failed, [chars]
```

**Explanation** An internal software error occurred while a user request was being handled.

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

**Error Message**

%ATMSIG-3-FAIL1STHALFLEG: 1st halfLeg failed, [chars]

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

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

**Error Message**

%ATMSIG-3-FAIL2NDHALFLEG: 2nd halfLeg failed, [chars]

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

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

**Error Message**

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

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

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

**Error Message**

%ATMSIG-3-FAILHALFLEGREM: halfLeg removal failed, [chars]

**Explanation** An internal software error has occurred. This message should be displayed only when verbose debugging is enabled for an SVC.

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

**Error Message**

%ATMSIG-3-FAILXCONN: Xconnect failed, [chars]

**Explanation** An internal software error occurred during the installation of an SVC cross-connect.

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

**Error Message**

%ATMSIG-3-INVPNNIMSG: Invalid msg from routing/pnni : [chars]

**Explanation** This message indicates that an error has occurred in the PNNI routing subsystem. It could be caused by an internal software error or by bad control information received from the peer equipment. The message will contain additional information that can help locate the cause. Any message with “NULL” probably indicates a problem with this system; other messages probably indicate a problem with the peer equipment.

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

**Error Message**

%ATMSIG-3-NOCALLREF: Cannot find a Callref value to allocate: [chars]

**Explanation** An internal software error, probably including memory exhaustion, has occurred.

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

**Error Message**

%ATMSIG-3-NOSVC: no SVC, [chars]

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

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

# ATMSSCOP Messages

The following are ATM Service Specific Connection Oriented Protocol (SSCOP) messages.

## Error Message

```
%ATMSSCOP-3-SSCOPERR: INIT SSCOP -  
Intf : [chars], Event : [chars], State : [chars].
```

**Explanation** A software error has occurred in the ATM SSCOP subsystem.

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

## Error Message

```
%ATMSSCOP-5-SSCOPINIT: - Intf : [chars], Event : [chars], State : [chars].
```

**Explanation** This message indicates a routine step of the ATM SSCOP initialization sequence.

**Recommended Action** No action is required.

## Error Message

```
%ATMSSCOP-4-UNMATCHUNIVERSION: ([chars]): [chars]. Please verify peer UNI version
```

**Explanation** The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

**Recommended Action** The ATM peer equipment may need attention. Verify that the version of ATM UNI is at least Version 3.1 and upgrade if necessary.

# ATOM\_TRANS Messages

The following are Layer 2 Transport over MPLS messages.

## Error Message

```
%ATOM_TRANS-3-CONSISTENCY: [chars]
```

**Explanation** An action attempted by the Layer 2 transport over MPLS implementation encountered an unexpected condition.

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

**Error Message**

%ATOM\_TRANS-5-DISPOSITION\_DISABLED: [chars]

**Explanation** Disposition has been disabled for the AToM VC specified in the error message.

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

**Error Message**

%ATOM\_TRANS-5-DISPOSITION\_ENABLED: [chars]

**Explanation** Disposition has been enabled for the AToM VC specified in the error message.

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

**Error Message**

%ATOM\_TRANS-5-IMPOSITION\_DISABLED: [chars]

**Explanation** Imposition has been disabled for the AToM VC specified in the error message.

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

**Error Message**

%ATOM\_TRANS-5-IMPOSITION\_ENABLED: [chars]

**Explanation** Imposition has been enabled for the AToM VC specified in the error message.

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

# ATUC Messages

The following are ATUC messages.

## Error Message

```
%ATUC-3-IPC_LC_IDPROM_READ: IPC error reading ID prom: Slot [dec]
```

**Explanation** The line card is unable to respond with information regarding the card.

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

## Error Message

```
%ATUC-3-IPC_LC_IDPROM_WRITE: IPC error writing ID prom: Slot [dec]
```

**Explanation** The line card is unable to record information regarding the card in the IDPROM.

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

## Error Message

```
%ATUC-3-LC_IDPROM_READ: Error reading ID prom: Slot [dec]
```

**Explanation** The line card is unable to respond with information regarding the card.

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

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

## AUDIT Messages

The following are Audit feature messages.

### Error Message

```
%AUDIT-5-AUDIT_DISABLED: Auditing disabled
```

**Explanation** The audit function has been disabled on the router.

**Recommended Action** Verify that the audit function was disabled by someone who is authorized to do so. No other action is required.

### Error Message

```
%AUDIT-5-AUDIT_ENABLED: Auditing enabled
```

**Explanation** The auditing function has been enabled on the router.

**Recommended Action** If the changes are valid, audit logs can be verified. No other action is required.

### Error Message

```
%AUDIT-3-FILE_RESIZE_ERR: Cannot resize Audit file.
```

**Explanation** A file system error occurred while the audit file was being resized.

**Recommended Action** Check the disk file systems on the router.

### Error Message

```
%AUDIT-5-FILE_ROLLOVER: Audit File Roll-over: [dec]
```

**Explanation** The audit circular file has rolled over.

**Recommended Action** Increase the file size of the audit file.

### Error Message

```
%AUDIT-1-FILESYSTEM: Hash: %s User: %s
```

**Explanation** The Flash memory or disk file systems on the router have been changed.

**Recommended Action** Verify that the change is valid. No other action is required.

**Error Message**

%AUDIT-5-FILESYSTEM: Filesystem changed. Hash: [chars]

**Explanation** The Flash memory or disk file systems on the router have been changed.

**Recommended Action** Verify that the change is valid. No other action is required.

**Error Message**

%AUDIT-3-FILE\_WRITE\_ERR: Cannot write to Audit file.

**Explanation** A file system error occurred while the system was writing to the audit file.

**Recommended Action** Check the disk file systems on the router.

**Error Message**

%AUDIT-1-HARDWARE\_CONFIG: Hardware changed. Hash: [chars]

**Explanation** The hardware on the router has been changed.

**Recommended Action** Verify that the change is valid. No other action is required.

**Error Message**

%AUDIT-5-HARDWARE\_CONFIG: Hardware changed. Hash: [chars]

**Explanation** The hardware on the router has been changed.

**Recommended Action** Verify that the change is valid. No other action is required.

**Error Message**

%AUDIT-3-NOFILE: Cannot create Audit file.

**Explanation** A file system error occurred while the audit file was being created.

**Recommended Action** Check the disk file systems on the router. No other action is required.

**Error Message**

%AUDIT-3-NOPROC: Cannot create Audit process.

**Explanation** Insufficient internal resources are available to create the audit process.

**Recommended Action** Check the available memory on the router.

**Error Message**

%AUDIT-1-RUN\_CONFIG: Hash: %s User: %s

**Explanation** The running configuration on the router has changed.

**Recommended Action** Verify that the change in configuration is valid. No other action is required.

**Error Message**

%AUDIT-5-RUN\_CONFIG: Running Configuration changed. Hash: [chars]

**Explanation** The running configuration on the router has changed.

**Recommended Action** Verify that the change in configuration is valid. No other action is required.

**Error Message**

%AUDIT-1-RUN\_VERSION: Hash: %s User: %s

**Explanation** The version of Cisco IOS software running on the router has changed.

**Recommended Action** Verify that the change in version is valid. No other action is required.

**Error Message**

%AUDIT-5-RUN\_VERSION: Running Version changed. Hash: [chars]

**Explanation** The version of Cisco IOS software running on the router has changed.

**Recommended Action** Verify that the change in version is valid. No other action is required.

**Error Message**

%AUDIT-1-STARTUP\_CONFIG: Hash: %s User: %s

**Explanation** The startup configuration on the router has changed.

**Recommended Action** Verify that the change in startup configuration is valid. No other action is required.

**Error Message**

%AUDIT-5-STARTUP\_CONFIG: Startup Configuration changed. Hash: [chars]

**Explanation** The startup configuration on the router has changed.

**Recommended Action** Verify that the change in startup configuration is valid. No other action is required.

# AUTORP Messages

The following are Protocol Independent Multicast version 2 (PIMv2) Auto-Rendezvous Point messages.

## Error Message

```
%AUTORP-5-CRP_REMOVED: C-RP [IP_address] on interface [chars] has been removed
```

**Explanation** Either a PIM has become disabled on the interface or the interface card has been removed.

**Recommended Action** No action is required.

## Error Message

```
%AUTORP-5-MAPPING: RP for [IP_address]/[dec] is now [IP_address]
```

**Explanation** A new RP has been elected for the subject group prefix.

**Recommended Action** No action is required.

## Error Message

```
%AUTORP-4-OVERLAP: AutoRP [chars] packet, group [IP_address] with mask  
[IP_address] removed because of multicast boundary for [IP_address] with mask  
[IP_address]
```

**Explanation** The multicast boundary has a longer network mask than the AutoRP encoded group.

**Recommended Action** Use positive permit clauses in the AutoRP access control list.

## Error Message

```
%AUTORP-4-PRM_DEL: Error expiring semi-static RP-mapping entry  
([IP_address]/[dec], RP:[IP_address])
```

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

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

**Error Message**

%AUTORP-2-RADIXINIT: Error initializing the Auto-RP radix tree

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

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

**Error Message**

%AUTORP-4-RADIXINSERT: Error inserting a new entry into the RP-mapping radix tree

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

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

## AUTOSEC Messages

The following are AutoSecure messages.

**Error Message**

%AUTOSEC-3-APPLY\_ROLLBACK: Applying AutoSecure Rollback to revert to Pre-Autosecure-Running-Config

**Explanation** The configuration of the AutoSecure session could not be applied to the running configuration. The system has reverted back to the running configuration that preceded AutoSecure.

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

**Error Message**

%AUTOSEC-3-CONFSAVE\_FAIL: Applying AutoSecure config to running-conf failed with error [dec]

**Explanation** The system could not apply the configuration of the AutoSecure session to the running configuration.

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

**Error Message**

%AUTOSEC-5-ENABLED: AutoSecure is configured on the device

**Explanation** The device is configured for AutoSecure security.

**Recommended Action** No action is required.

**Error Message**

%AUTOSEC-1-MODIFIED: AutoSecure configuration has been Modified on this device

**Explanation** Security configuration has been modified on this device.

**Recommended Action** This is a notification message only. To apply the modified AutoSecure configuration to the running configuration, restart the AutoSecure feature.

## AUTOSTATE Messages

The following are messages for the Autostate feature.

**Error Message**

%AUTOSTATE-6-BRING\_UP: Taking interface [chars] out of Autostate mode

**Explanation** The specified interface is no longer in Autostate mode.

**Recommended Action** No action is required.

**Error Message**

%AUTOSTATE-3-NO\_BOOL: Autostate subsystem: Unable to create watched boolean

**Explanation** The software could not create a watched Boolean operator.

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

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

**Error Message**

```
%AUTOSTATE-3-NO_QUEUE: Autostate subsystem: Unable to create watched queue
```

**Explanation** The software could not create a watched queue.

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

**Error Message**

```
%AUTOSTATE-6-SHUT_DOWN: Putting interface [chars] into Autostate mode
```

**Explanation** The specified interface has been placed in Autostate mode.

**Recommended Action** No action is required.

## BAMBAM Messages

The following are one-port Fast Ethernet with coprocessor assist module messages.

**Error Message**

```
%BAMBAM-3-INSERT_ERROR: 1 FE/Co-Processor error in slot [dec] because [chars].
```

**Explanation** A one-port Fast Ethernet coprocessor was inserted into the system before the system was fully initialized. Some Fast Ethernet coprocessors may not become active, and as a result the RPM may reboot or be marked as failed on the PXM.

**Recommended Action** Do not install more adapters until the system has been fully initialized.

**Error Message**

```
%BAMBAM-3-MULTDEV: Cannot support more than [dec] 1 FE/Co-Processors
```

**Explanation** Too many one-port Fast Ethernet coprocessors were discovered in the system. The one-port Fast Ethernet coprocessor software supports only a single one-port Fast Ethernet coprocessor. All other one-port Fast Ethernet coprocessors that have been installed will be ignored.

**Recommended Action** Do not install more than the supported number of adapters in the system.

## BAP Messages

The following are Point-to-Point Protocol (PPP) Bandwidth Allocation Protocol (BAP) messages.

**Error Message**

```
%BAP-4-NOSTATE: [chars] [chars] [chars] in illegal state [dec]
```

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

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

**Error Message**

```
%BAP-4-WAVL: Failed to initialize AVL tree, BAP not started
```

**Explanation** BAP will not be operational and will not be negotiated.

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

## BAT Messages

The following are power supply (BAT) messages.

**Error Message**

```
%BAT-3-BAT_LOW: Battery voltage is Low
```

**Explanation** The system has detected a battery that has a low-voltage condition. This condition was most likely caused by either a battery that is not maintaining its voltage consistently or a loose or broken connection from the AC voltage power supply to the battery backup unit.

**Recommended Action** Replace the battery or connect the AC voltage power supply to the battery backup unit.

**Error Message**

%BAT-3-BAT\_OK: Battery voltage is now normal.

**Explanation** The system previously detected a low-battery condition that has been corrected and cleared. This condition was most likely caused by either a battery that is not maintaining its voltage or a loose or broken connection to the battery backup unit.

**Recommended Action** No action is required.

**Error Message**

%BAT-3-DCOUTPUTVOLTFAIL: System detected Power System DC FAIL condition.

**Explanation** The power system has experienced a DC failure. One of the DC outputs has failed on the power supply.

**Recommended Action** Identify the DC output that has failed. Most likely, the power supply will require replacement.

**Error Message**

%BAT-3-DCOUTPUTVOLTOK: Power System DC condition is now normal

**Explanation** The power system DC condition is now normal. Ensure that the AC circuit in your building is operational, verify that the power cord is plugged both into the wall and the power supply, and ensure that the AC power switch on the power supply is set to "On".

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

**Error Message**

%BAT-3-ERROR: Wrong value for battery state

**Explanation** The system has detected an invalid value for the state of the battery.

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

**Error Message**

%BAT-1-INITSYS: [chars]

**Explanation** The system failed to create an environmental monitor process. The most likely cause of this condition is a lack of system memory.

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

**Error Message**

%BAT-3-INPUTVOLTFAIL: System detected Power System AC FAIL condition.

**Explanation** The power system has experienced an AC failure. One of the AC inputs has failed on the power supply.

**Recommended Action** Ensure that the AC circuit in your building is operational, verify that the power cord is plugged both into the wall and the power supply, and ensure that the AC power switch on the power supply is set to “On”.

**Error Message**

%BAT-3-INPUTVOLTOK: Power System AC condition is now normal

**Explanation** The power system AC has recovered from a previous failure and is now operational.

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

**Error Message**

%BAT-3-OVERTEMP: System detected Power System THERMAL FAIL condition.

**Explanation** The power system has experienced an over-temperature condition. This condition was most likely caused by a high ambient temperature in the area in which the router is located.

**Recommended Action** Ensure that the room temperature is not too high and that air flow to the router is not blocked. If this condition persists, the power supply might be shut down. For further 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**

%BAT-3-OVERTEMP\_OK: System temperature is now normal.

**Explanation** The system is now operating at a normal temperature. The system previously detected a too-high temperature condition that has now cleared. This condition was most likely caused by a high ambient temperature in the area in which the router is located.

**Recommended Action** No action is required.

## BCM Messages

The following are BCM controller messages.

**Error Message**

%BCM-4-COR\_ECC\_HIGH: High correctable ECC error rate detected\nL2 cache data errors = [dec]\nL2 cache tag errors = [dec]\nMemory data errors = [dec]\n

**Explanation** A high rate of soft-parity errors in system memory has been detected. Normal system operation may be affected.

**Recommended Action** If there is a regular or sustained occurrence of this message, reseal the memory or replace the memory with memory that is known to be operational.

**Error Message**

%BCM-4-ECC\_L2CACHE: Corrected ECC from L2 cache

**Explanation** A soft-parity error from the Layer 2 cache has been detected and corrected. Normal system operation should continue.

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

**Error Message**

%BCM-4-ECC\_MEMORY: Corrected ECC from memory

**Explanation** A soft-parity error from the memory has been detected and corrected. Normal system operation should continue.

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

## BCM\_GEWAN Messages

The following are messages related to the Cisco 3800 system controller.

**Error Message**

%BCM\_GEWAN-1-GT\_MCSC\_FAIL: GT96124 : MCSC/MCDMA Initialization failed

**Explanation** The MCSC or MCDMA could not be initialized. The chip will not support 128 channels of E1T1.

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

**Error Message**

%BCM\_GEWAN-1-GT\_PCI\_FAIL: GT 96124 PCI Initialization Failed.

**Explanation** The PCI serial controller for WAN interfaces that is installed on the router motherboard could not be 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](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

```
%BCM_GEWAN-1-GT_REV_FAIL: GT96124 : Incorrect revision of the chip.Expected [hex]
Obtained [hex]
```

**Explanation** The revision of the chip does not support 128 channels of E1T1.

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

#### Error Message

```
%BCM_GEWAN-3-GT_VEND_FAIL: GT 96124: Vendor id - expected [hex] obtained [hex]
```

**Explanation** The component has an incorrect revision number, or an incorrect component has been installed.

**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](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

```
%BCM_GEWAN-3-SNMP_REG_FAIL: [chars] SNMP high capacity counter register failed
```

**Explanation** The SNMP high counter component could not be registered.

**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](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

%BCM\_GEWAN-1-VWIC\_HW\_FAIL: GT96k Motherboard WAN Hardware initialization failed

**Explanation** The timer library for the GT95K motherboard could not be 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](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

%BCM\_GEWAN-3-VWIC\_INIT\_FAIL: GT96k Motherboard WAN card initialization failed

**Explanation** One or more of the WAN cards that are installed on the motherboard could not be 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](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.

## BCM3220 Messages

The following are cable modem MAC controlled interface messages.

### Error Message

%BCM3220-3-BADUNIT: Bad unit number [dec]

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

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

### Error Message

%BCM3220-1-INITFAIL: Unit [dec], initialization timeout failure, csr[dec]=[hex]

**Explanation** The hardware has failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

### Error Message

%BCM3220-3-OWNERR: Unit [dec], buffer ownership error, pak = [hex]

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

**Recommended Action** Repair or replace the controller.

## BCM56xx Messages

The following are BCM56xx control layer messages.

### Error Message

%BCM56xx-1-ALERT: [chars]

**Explanation** A condition that should be corrected immediately in the BCM56xx control layer, such as a corrupted switching information base, has occurred.

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

**Error Message**

%BCM56xx-2-CRITICAL: [chars]

**Explanation** A critical condition affecting the BCM56xx control layer, such as a hardware device error, has occurred.

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

**Error Message**

%BCM56xx-3-ERROR: [chars]

**Explanation** A general error affecting the BCM56xx control layer has occurred.

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

**Error Message**

%BCM56xx-6-INFO: [chars]

**Explanation** This is an informational message regarding the BCM56xx control layer.

**Recommended Action** No action is required.

**Error Message**

%BCM56xx-5-NOTICE: [chars]

**Explanation** This message provides information regarding an error in the BCM56xx control layer.

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

**Error Message**

%BCM56xx-0-PANIC: [chars]

**Explanation** An unrecoverable internal panic error has occurred in the BCM56xx control layer.

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

**Error Message**

```
%BCM56xx-4-WARNING: [chars]
```

**Explanation** This warning message points to the BCM56xx control layer.

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

## BERT Messages

The following are Bit Error Rate Tester (BERT) messages.

**Error Message**

```
%BERT-3-BERT_ALREADY_TEST: A BERT is already running
```

**Explanation** A BERT is already in progress on this interface. Another BERT operation cannot be run until either this test is completed or this BERT operation is stopped.

**Recommended Action** Either wait for the ongoing BERT test to complete or stop the ongoing test by entering the **bert abort** command and retry the testing operation.

**Error Message**

```
%BERT-3-BERT_BAD_INTERFACE: Interface [dec] is down, BERT cannot be executed on this interface
```

**Explanation** The BERT process cannot be started on an interface that either is inactive (down) or has been shut down by the administrator.

**Recommended Action** Attempt to initialize the interface by entering the **no shutdown** command on the interface. If this message recurs, or you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

```
%BERT-6-BERT_FINISH_TIMESLOTS: Finished Generation of Data for timeslots [dec] to [dec] on interface [dec] using profile [dec]
```

**Explanation** A BERT with the specified profile has generated data for the time slot range on the controller as specified.

**Recommended Action** No action is required.

**Error Message**

```
%BERT-3-BERT_INVPROFILE: The Profile [dec] is not Valid
```

**Explanation** A BERT was requested that used an invalid profile number.

**Recommended Action** Ensure that the BERT number is valid and has been configured, and reenter the BERT number. If a BERT profile has not yet been created, enter the **bert profile** command in global configuration mode to create a BERT profile.

**Error Message**

```
%BERT-3-BERT_INVPROFILE_CHANGE: Profile [dec], currently under test, cannot modify
```

**Explanation** An attempt was made to modify a profile that is being used by a BERT that is currently running.

**Recommended Action** Wait until the BERT test has completed to modify the profile, or terminate the BERT operations by entering the **bert abort** command.

**Error Message**

```
%BERT-3-BERT_NO_CONT: Controller [dec] does not exist
```

**Explanation** The controller specified by the command does not exist.

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

**Error Message**

```
%BERT-6-BERT_RESULTS: [chars]
```

**Explanation** This message provides the results of the **bert controller** command.

**Recommended Action** No action is required.

**Error Message**

```
%BERT-6-BERT_START: Starting BERT on Interface [dec] with Profile [chars]
```

**Explanation** A BERT operation is starting on the specified interface.

**Recommended Action** No action is required.

**Error Message**

%BERT-6-BERT\_TIMESLOTS: No Results will be generated for this Test

**Explanation** A BERT was done on individual time slots in the controller. No results were generated for the specified time slots.

**Recommended Action** No action is required.

## BGP Messages

The following are Border Gateway Protocol messages.

**Error Message**

%BGP-3-ADDPATH: Number of paths per prefix exceeded allowed maximum of [dec]

**Explanation** The number of paths per prefix has exceeded the maximum that is allowed. The maximum number of prefixes is specified in the message text. This condition indicates that BGP is receiving the same prefix from too many neighbors.

**Recommended Action** Attempt to restrict the number of neighbors that are sending the same prefix. You can restrict the number of neighbors advertising the same prefix by having robust inbound filters.

**Error Message**

%BGP-3-ADDRROUTE: Unable to add route for [chars] to radix trie

**Explanation** An addition to the radix trie could not be completed because an error has occurred.

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

**Error Message**

%BGP-5-ADJCHANGE: neighbor [chars] [chars] [chars]

**Explanation** A BGP neighbor has either come up or gone down. This message describes the change for the BGP neighbor and appears only if the **log-neighbor-changes** command is configured for the BGP process.

**Recommended Action** This informational message appears normally as routers and BGP neighbors go up or down. Unexpected neighbor loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message**

```
%BGP-4-AFIMPORT: [chars] prefixes imported to [chars] vrf reached the limit [dec]
```

**Explanation** The number of prefixes imported from other address-family to a VRF has reached its configured limit.

**Recommended Action** Check the number of imported prefixes from the address-family and verify if the limit should be increased. Check to see if the route map has been correctly associated and imported with the IP VRF.

**Error Message**

```
%BGP-6-ASPATH: [chars] AS path [chars] received from [chars]: [chars]
```

**Explanation** The remote BGP peer has sent an update with an invalid autonomous system path.

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

**Error Message**

```
%BGP-4-ATTRNULL: A NULL attribute has been assigned to a path
```

**Explanation** The path should have been assigned a valid attribute but was incorrectly assigned a value of NULL.

**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**

```
%BGP-3-BADMASK: Attempt to install route for [IP_address] without valid mask in [chars]
```

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

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

**Error Message**

```
%BGP-3-BADROUITEMAP: Bad parameters in the route-map [chars] applied for [chars]
```

**Explanation** The route map contains parameters that are incompatible with the intended operation.

**Recommended Action** Correct the route map definition.

**Error Message**

%BGP-3-BGP\_INCONSISTENT: [chars] Inconsistent [chars]

**Explanation** An inconsistency has occurred in the data structures. This is a rare situation and is a result of internal problem.

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

**Error Message**

%BGP-6-BIGCHUNK: Big chunk pool request ([dec]) for [chars]. Replenishing with malloc

**Explanation** A request for a large chunk pool has occurred. If the size of the static chunk pools is not adequate to service the request, the request is serviced with a memory allocation (malloc).

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

**Error Message**

%BGP-5-DAMPENING\_DECAY\_TIME: Decay time from maximum penalty to suppress penalty is [dec] secs. Maximum penalty: [dec], suppress penalty: [dec]

**Explanation** The configured dampening parameters may not be feasible. The time interval between the maximum penalty and the suppress penalty may be short.

**Recommended Action** If you think the decay time from the maximum penalty to the suppress penalty is too short, increase the half-life time or the maximum penalty values.

**Error Message**

%BGP-5-DAMPENING\_HIGH\_MAX\_PENALTY: Maximum penalty ([dec]) is more than allowed maximum ([dec]). Dampening is OFF

**Explanation** The configured dampening parameters may not be feasible. The maximum penalty time as specified in the error message is less than the maximum allowed penalty time. Dampening will be turned off.

**Recommended Action** Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is more than the allowed maximum, reduce the maximum suppress time. The maximum penalty should be greater than the suppress penalty, but less than the maximum allowable penalty.

**Error Message**

%BGP-5-DAMPENING\_LOW\_MAX\_PENALTY: Maximum penalty ([dec]) is less than suppress penalty ([dec]), Dampening is OFF

**Explanation** The configured dampening parameters may not be feasible. The maximum penalty time as specified in the error message is less than the configured suppress penalty time. Dampening will be turned off.

**Recommended Action** Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is less than the suppress penalty, increase the maximum suppress time. The maximum penalty should be greater than the suppress penalty, but less than the maximum allowable penalty.

**Error Message**

%BGP-3-DELPATH: Attempted to delete path from an empty net for [chars]

**Explanation** A BGP path could not be deleted because an error was encountered.

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

**Error Message**

%BGP-3-DELROUTE: Unable to remove route for [chars] from radix trie

**Explanation** A deletion from the radix trie could not be completed because an error was encountered.

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

**Error Message**

%BGP-4-INCORRECT\_TTL: Discarded message with TTL [dec] from [chars]

**Explanation** A BGP message was received that contained a TTL value that is not within the acceptable configuration parameters.

**Recommended Action** If you consider the message to be valid, modify the TTL security configuration to an appropriate value. Otherwise, this message could be coming from a spurious source. If you determine that this message is coming from a spurious source, locate and block the source of the messages.

**Error Message**

%BGP-3-INSUFCHUNKS: Insufficient chunk pools for [chars], requested size [dec]

**Explanation** The size of the static chunk pools is not correct. This condition is caused by an internal software problem.

**Recommended Action** Enter the **chunk** and **bgp summary** commands to collect information regarding chunks and BGP summary. If you are unable to correct the error from the information collected, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%BGP-2-INSUFMEM: Insufficient memory for [chars] entry

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

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

**Error Message**

%BGP-3-MARTIAN\_IP: [chars] Martian prefix [chars] in [chars]

**Explanation** An invalid IP address (Martian prefix) has been detected in the BGP message. This condition indicates that there is a problem on the remote router.

**Recommended Action** Verify the configuration, IP address, and prefix defined on the remote router and make any appropriate corrections.

**Error Message**

%BGP-4-MAX\_EXTCOMM\_EXCEED: Exceeded limit of [dec] extended communities per advertised prefix

**Explanation** An attempt was made to advertise a prefix with an extended community attribute that contained more extended communities than the allowed limit.

**Recommended Action** Reduce the configured number of route targets or other extended communities that will be added to prefix advertisements so that the limit is not exceeded.

**Error Message**

%BGP-3-MAXPATHS: Too many parallel paths for [IP\_address][IP\_netmask], maximum is [dec]

**Explanation** The number of parallel paths has exceeded the configured limit.

**Recommended Action** Increase the number of parallel paths allowed.

**Error Message**

%BGP-4-MAXPFX: No. of prefix received from [chars] (afi [dec]) reaches [dec], max [dec]

**Explanation** The number of prefixes received from a neighbor has reached the warning level.

**Recommended Action** Check the number of prefixes received from the neighbor and verify if the limit should be increased. If this message recurs, configure the system to increase the maximum number of prefixes that can be received from the neighbor.

**Error Message**

%BGP-3-MAXPFXEXCEED: No. of prefix received from [chars] (afi [dec]): [dec] exceed limit [dec]

**Explanation** The number of prefixes received from a neighbor has exceeded the configured limit.

**Recommended Action** Check the number prefixes received from the neighbor and verify if the limit should be increased.

**Error Message**

%BGP-4-NBRTRACK: Route Tracking failed on memory. Neighbor tracking for route-fall-over will stop

**Explanation** The route tracking system failed to allocate sufficient memory for the route failover application. The neighbor route fall-over application has been deconfigured and will stop tracking neighbor routes. Memory used for the neighbor route fall-over application has been deallocated.

**Recommended Action** If you determine that the system is stable, reconfigure the neighbor route failover application. If you get this message, neighbor route failover has been deconfigured.

**Error Message**

%BGP-3-NEG COUNTER: Prefix-accepted counter negative for peer [chars], prefix [chars]

**Explanation** The counter value for accepted prefixes is wrong and less than zero.

**Recommended Action** This is a rare situation and is a result of an internal problem. Reset the session to correct the error.

**Error Message**

%BGP-6-NEXTHOP: Invalid next hop ([IP\_address]) received from [chars]: [chars]

**Explanation** The remote BGP peer has sent in a route with an illegal next hop. The given route was ignored.

**Recommended Action** No action is required.

**Error Message**

%BGP-3-NOBITFIELD: Could not allocate bitfield. Cannot open session to [chars]

**Explanation** The allocation of the neighbor index for this neighbor has failed because of a low memory condition.

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

**Error Message**

%BGP-4-NORTRID: BGP could not pick a router-id. Please configure manually.

**Explanation** A BGP router ID has not been manually configured and BGP is unable to allocate a router ID from the IPv4 address of one of its interfaces.

**Recommended Action** Make sure that there is at least one interface that is up and has a valid IPv4 address, or configure the router ID manually.

**Error Message**

%BGP-3-NOTIFICATION: [chars] neighbor [chars] [dec]/[dec] ([chars]) [dec] bytes [chars]

**Explanation** An error has been detected in the BGP session. A notification is being sent or received, and the session will be reset. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

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

**Error Message**

%BGP-3-ORF\_PFXLIST: Received misformatted prefixlist ORF from [chars]

**Explanation** The received prefix list ORF is formatted incorrectly.

**Recommended Action** Check the prefix list ORF implementation on the neighboring router.

**Error Message**

%BGP-3-RADIXINIT: Radix trie initialization failed

**Explanation** Initialization of the radix trie could not be accomplished because of a low memory condition.

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

**Error Message**

%BGP-5-VERSION\_WRAP: bgp version wrapped of [chars]

**Explanation** The BGP table version has reached its maximum value and has wrapped around. The message describes this event.

**Recommended Action** This message is informational. However, frequent occurrences of such an event might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message**

%BGP-4-VPNv4NH\_IF: Nexthop [IP\_address] may not be reachable from neighbor [chars]  
- not a loopback

**Explanation** The label for the next-hop address may be removed in the MPLS cloud one hop before the label should be removed. Packets with a BGP label might not be forwarded because provider routers do not have VPN information. This error could break connectivity between VPN sites.

**Recommended Action** Use loopback interfaces as the next hops for VPNv4 IBGP neighbors.

**Error Message**

%BGP-4-VPNv4NH\_MASK: Nexthop [IP\_address] may not be reachable from neighbor [chars] - not /32 mask

**Explanation** A VPNv4 route has been sent to an IBGP neighbor. The next-hop address is a loopback interface that does not have a /32 mask defined. OSPF is being used on this loopback interface and the OSPF network type of this interface is LOOPBACK. OSPF advertises this IP address as a host route with a /32 mask regardless of what mask is configured. This advertising conflicts with TDP, which uses configured masks, so the TDP neighbors may not receive a tag for the route indicated in this message. This condition could break connectivity between sites that belong to the same VPN.

**Recommended Action** Configure the loopback that is being used as the next-hop loopback to use a 32-bit network mask (/32) or set the network type to point-to-point by entering the **ip ospf network point-to-point** command.