

# CI Messages

The following are Cisco 7500 platform chassis interface (CI) messages.

## Error Message

```
%CI-3-ASPMEM: C6400 equipped with [chars] requires at least [dec] MB of RAM Only [dec] MB of RAM installed
```

**Explanation** The type of feature card installed requires more RAM than is currently installed in the system.

**Recommended Action** Install the required amount of RAM in the system.

## Error Message

```
%CI-5-ASPREV: ***WARNING*** Hot swapping the ASP will cause hardware damage. \n
```

**Explanation** This warning message appears during a Cisco LS1010 or Cisco C5x00 startup. The ASP is not hot-swappable on the Cisco LS1010 even though it is hot-swappable on the C5x00 platforms. Removing an ASP from a Cisco LS1010 while the system is operating causes the system to shut down and might cause hardware damage to the ASP. If this warning appears on a C5x00 platform, it indicates that the ASP is not hot-swappable.

**Recommended Action** Heed the warning. Do not remove a non-hot-swappable ASP while the power is on.

## Error Message

```
%CI-3-ASPREVC5500: ***WARNING*** Cannot determine Power Supply type/detect Power Supply fan alarm \n
```

**Explanation** This warning message appears during C5x00 startup. The revision of the ASP installed in the router is unable to provide information about the power supply type and fan status.

**Recommended Action** If this condition is a cause for concern, 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**

%CI-3-BLOWER: [chars] fan failure

**Explanation** One of the router's cooling fans has failed.

**Recommended Action** Replace the fan as soon as possible because the router might shut down or fail to operate properly.

**Error Message**

%CI-6-BLOWEROK: Fan tray module OK

**Explanation** The chassis fan tray is operating normally.

**Recommended Action** No action is required.

**Error Message**

%CI-1-BLOWSHUT: Blower failure, shutdown in [dec] seconds

**Explanation** One of the six blowers in a five-slot chassis has failed. All blowers are needed for router operation because each blower cools a separate region of the card(s) in the chassis. If a blower failure persists for 2 minutes, the router will shut itself down and will need to be power cycled.

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

**Error Message**

%CI-6-BPLANE: CI type [int] differs from NVRAM type [int]

**Explanation** The chassis type as reported by the CI is different from the chassis type programmed into NVRAM.

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

**Error Message**

%CI-4-COND: Restarting with [int] recent soft power shutdowns (or system just powered-on)

**Explanation** The router is restarting after a soft shutdown because of an over temperature condition. The router has determined that the temperature rose above the board shutdown trip point, and a soft shutdown has occurred. The power supplies, fans, and CI continue to run.

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

**Error Message**

%CI-1-CORETEMPCRITICAL: Core temperature CRITICAL limit exceeded

**Explanation** The system core temperature critical limit has been exceeded. The system will automatically shut down in two minutes.

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

%CI-3-CORETEMPMAJOR: Core temperature major limit exceeded

**Explanation** The system core temperature has exceeded the major limit.

**Recommended Action** Check the temperature of the system and make sure that the fan is not malfunctioning. 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**

%CI-3-CORETEMPMINOR: Core temperature minor limit exceeded

**Explanation** The system core temperature has exceeded the minor limit.

**Recommended Action** Check the temperature of the system and make sure that the fan is not malfunctioning. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Recommended Action** Check the temperature of the system and make sure that the fan is not malfunctioning. 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**

%CI-6-CORETEMPOK: Core temperature normal

**Explanation** The temperature of the system core is normal.

**Recommended Action** No action is required.

**Error Message**

%CI-3-CTRLRTYPE: Wrong controller type [hex]

**Explanation** The CI was manufactured incorrectly.

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

**Error Message**

%CI-2-ENVCRIT: [chars] measured at [chars]

**Explanation** One of the measured environmental test points has exceeded an extreme threshold.

**Recommended Action** Correct the specified condition or the router may shut itself down or fail to operate properly.

**Error Message**

%CI-6-ENVNORMAL: [chars] measured at [chars]

**Explanation** One of the measured environmental test points has returned to normal.

**Recommended Action** If the situation does not correspond with a normal operation of the system's environmental test points, collect the outputs for the commands **show hardware**, **show env all**, **show env table**, and **show env last**, and call your technical support representative for assistance. operly.

**Error Message**

%CI-4-ENVWARN: [chars] measured at [chars]

**Explanation** A voltage or temperature measurement is out of range. This error is normally caused by a hardware problem, specifically the power supply or the fan; however, this error could also be caused by a software failure.

**Recommended Action** If a redundant power supply is present in the system, test each redundant power supply one by one and see if this message is coming from one of them. Also verify the status of your electrical power source. If these steps do not help, try to reseat the chassis interface. If the problem persists, replace the affected equipment (the power supply or the fan).

**Error Message**

%CI-3-FCTYPE: Unrecognized Feature Card

**Explanation** The feature card is not recognized by the software.

**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**

%CI-1-INLETTEMPCRITICAL: Inlet temperature CRITICAL limit exceeded

**Explanation** The air intake temperature critical limit has been exceeded. The system will automatically shut down in two minutes if the air intake temperature does not drop below the critical limit.

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

%CI-3-INLETTEMPMAJOR: Inlet temperature major limit exceeded

**Explanation** The air intake temperature major limit has been exceeded.

**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**

%CI-3-INLETTEMPMINOR: Inlet temperature minor limit exceeded

**Explanation** The air intake temperature minor limit has been exceeded.

**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**

%CI-6-INLETTEMPPOK: Inlet temperature normal

**Explanation** The temperature of the chassis air intake is normal.

**Recommended Action** No action is required.

**Error Message**

%CI-2-INT: Unexpected interrupt - status [hex]

**Explanation** An unexpected interrupt has occurred. This is a serious software error, which will be followed by a core dump.

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

**Error Message**

%CI-4-MAXOUTPUT: Power supply [int] [dec]V is at or near rated output

**Explanation** The power supply is delivering its maximum rated current. This condition is not a problem unless the current continues to increase beyond the rated limit of the power supply, which can cause hardware damage.

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

**Error Message**

%CI-3-NOACK: Access to [chars] temperature sensor failed

**Explanation** Access to the chassis temperature sensor has failed.

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

%CI-1-NOFAN: Fan tray empty

**Explanation** The chassis fan tray 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**

%CI-3-NOFORK: Couldn't start environment polling daemon

**Explanation** The environment-monitoring daemon process could not be started during system initialization.

**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**

%CI-4-NOTFOUND: Chassis Interface not found

**Explanation** The system software could not detect the presence of a CI card.

**Recommended Action** Verify that the CI card is correctly and fully installed in the backplane. 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**

%CI-3-PARTFANFAIL: Single fan failure

**Explanation** The chassis fan tray is not fully functioning.

**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**

%CI-6-PSCHANGE: Power supply [int] changed from [chars] to [chars]

**Explanation** The CI reports that a power supply was either installed, removed, or changed.

**Recommended Action** If the explanation does not correspond to a physical change in the system's power supplies, 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**

%CI-3-PSFAIL: Power entry module [int] failure

**Explanation** The power entry module has failed.

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

%CI-3-PSFANFAIL: Power supply fan [int] failure

**Explanation** One of the router's power supply fans has failed.

**Recommended Action** Repair the fan or replace the power supply as soon as possible. If the failure condition persists, the loss of cooling will cause the power supply to fail.

**Error Message**

%CI-6-PSFANOK: Power supply fan [int] OK

**Explanation** The specified power supply fan has changed status to an acceptable condition. This informational message is displayed after the replacement of a bad power supply or anytime the software determines that a failure condition has been corrected.

**Recommended Action** No action is required.

**Error Message**

%CI-6-PSOK: Power entry module [int] OK

**Explanation** The power entry module is operating normally.

**Recommended Action** No action is required.

**Error Message**

%CI-3-PSTYPE: \*\*\*WARNING\*\*\* Incompatible power supply types -\n One is AC, other is DC. \n

**Explanation** The system detects an AC and a DC power supply within the same chassis. Mixing AC and DC power supplies is not supported.

**Recommended Action** Change one of the power supplies so that they are both of the same type.

**Error Message**

%CI-3-SHUTDOWN: System shutting down due to over-temperature condition

**Explanation** The chassis over-temperature timer has expired, and the system is shutting down.

**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**

%CI-0-SHUTFANFAIL: System shutting down due to total fan tray failure

**Explanation** The timer has expired for a chassis fan tray failure condition. The system is shutting down.

**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**

%CI-0-SHUTFANGONE: System shutting down due to missing fan tray

**Explanation** The chassis fan 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**

%CI-3-SLOTCOMP: Inconsistent [chars] slot [hex]

**Explanation** The CI software has detected a possible inconsistency in the CI hardware.

**Recommended Action** Confirm that the CI card is correctly and fully installed in the backplane. 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**

%CI-4-SYSLOAD: System [dec]V load exceeds single power supply [int] capacity

**Explanation** The electrical current usage of the system exceeds the capacity of a single power supply. During this condition, power supplies must not be removed from the system.

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

**Error Message**

%CI-3-TEMP: Overtemperature warning

**Explanation** The temperature sensor indicates a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the chassis is not blocked. If this condition persists, the system shuts down to avoid damage. If you are unable to resolve the problem on your own, 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**

%CI-6-TEMPOK: Temperature OK

**Explanation** The temperature sensor indicates that the chassis air temperature has returned to acceptable levels.

**Recommended Action** No action is required.

**Error Message**

%CI-1-TOTALFANFAIL: Total fan tray failure

**Explanation** The chassis fan tray has totally failed.

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

%CI-4-UNBALANCE: Unbalanced [dec]V output from dual power supplies

**Explanation** The difference in electrical current output between the two power supplies is out of tolerance for the system design. One of the power supplies might be failing or is about to fail.

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

**Error Message**

%CI-3-VOLTAGE: Voltage out of range

**Explanation** The voltage has reached a critical level and is now out of acceptable range.

**Recommended Action** Verify the failure and call your technical support representative for repair or replacement.

**Error Message**

%CI-6-VOLTAGEOK: Voltage OK

**Explanation** The voltage level has changed status to an acceptable condition.

**Recommended Action** No action is required.

## C IOS Messages

The following are CMCC channel adapter Cisco IOS wrapper messages.

**Error Message**

%CIOS-3-BADPAK: pak=[hex], size=[dec]

**Explanation** An internal software error occurred while messages were being generated by the channel adapter. This message indicates that a buffer has been corrupted.

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

**Error Message**

%CIOS-3-BADREFCNT: pak=[hex], size=[dec]

**Explanation** An internal software error occurred while messages were being generated by the channel adapter. This message indicates that a buffer has been freed twice.

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

**Error Message**

%CIOS-2-BUGINF: Message too big([int])

**Explanation** An internal software error occurred while debug messages were being generated by the channel adapter.

**Recommended Action** Copy the error 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. Turn off IPC debugging on the channel adapter until this condition can be fixed.

**Error Message**

```
%CIOS-3-CHUNKFREE: [chars] - chunk=[hex] name=[chars] ([hex])
```

**Explanation** An internal software error occurred while messages were being generated by the channel adapter.

**Recommended Action** Copy the error 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. Turn off IPC debugging on the channel adapter until this condition can be fixed.

**Error Message**

```
%CIOS-3-CONSISTENCY: [chars] - [chars] ([hex])
```

**Explanation** An internal software error occurred while debug messages were being generated by the channel adapter.

**Recommended Action** Copy the error 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. Turn off IPC debugging on the channel adapter until this condition can be fixed.

**Error Message**

```
%CIOS-3-MGD_TMR: mgd_timer[chars] not set
```

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

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

**Error Message**

```
%CIOS-3-NOMEM: Not enough memory to allocate [chars]
```

**Explanation** The channel adapter is not equipped with enough memory to accommodate all the configured channel adapter features. The channel adapter may be rendered inoperable, or certain features may not work properly.

**Recommended Action** Upgrade the channel adapter with more memory.

**Error Message**

```
%CIOS-3-PROC: process [chars] ([int])
```

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

**Error Message**

```
%CIOS-3-TIMERNEG: Cannot start timer ([hex]) with negative offset ([int]).
```

**Explanation** An attempt was made to start the timer with a negative offset. The timer cannot be started with a negative offset.

**Recommended Action** Copy the error 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**

```
%CIOS-3-WI: [chars] - process [chars]([int])
```

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

## CIP and CIP2 Messages

The Channel Interface Processor (CIP) messages have the same initial message string and cannot be found in the same way as other Cisco IOS software System Messages. Perform the following steps to find the Explanation and Recommended Action for the CIP messages.

- 
- Step 1** Find the second part of the message that immediately follows the CIP message. This message is inline with the CIP message and is preceded by a percent (%) sign.

For example, the message on the console or in the system log is:

```
%CIP2-4-MSG: slot5 %OFFL-4-BADDESC: Socket descriptor
```

You would make a note of the message `%OFFL-4-BADDESC`.

If the message is: `%CIP2-3-MSG: slot3 %MEMD-3-FRAME_DATA2`, you would make a note of the message `%MEMD-3-FRAME_DATA2`.

As with other system messages, these secondary CIP messages are listed in this manual by the mnemonic.

- Step 2** Find the message mnemonic. For the examples in [Step 1](#), you would find OFFL and MEMD, respectively.

- Step 3** Read the Explanation and Recommended Action for the specific message for additional information about the error.

**Note**


---

The number in the CIP error message (the x in `%CIP-x-MSG`) denotes the slot of the CIP adapter in the RSP chassis.

---

# CIPDUMP Messages

The following are Channel Interface Processor (CIP) core dump messages.

## Error Message

```
%CIPDUMP-3-CIP_CORE_DUMP_ERROR: CIP core dump error, slot [dec]: [chars]
```

**Explanation** An error has occurred during a CIP core dump.

**Recommended Action** No action is required.

## Error Message

```
%CIPDUMP-6-CIP_CORE_DUMP_PROGRESS: Dump of slot [dec] core [chars].
```

**Explanation** This message contains progress updates for the CIP core dump.

**Recommended Action** No action is required.

# CIRRUS Messages

The following are CD2430 asynchronous controller messages.

## Error Message

```
%CIRRUS-3-BADHDXFSM: Interface serial [dec], Unexpected HDX state [dec], event [dec]
```

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

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

```
%CIRRUS-3-BADMODE: Interface serial [dec], Bad mode encountered in init
```

**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**

%CIRRUS-3-BADRXISR: Interface serial [dec], Unexpected situation in receive ISR

**Explanation** An internal software error occurred while the asynchronous controller was receiving data.

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

%CIRRUS-3-BADTXISR: Interface serial [dec], Unexpected situation in transmit ISR

**Explanation** An internal software error has occurred while the asynchronous controller was transmitting data.

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

%CIRRUS-4-DOWNREV\_NM: Network Module card in slot [dec] is incompatible with the system.

**Explanation** The network module in this slot is an old revision, which is not compatible with this system.

**Recommended Action** Upgrade the network module. 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**

%CIRRUS-3-HWNORESPONSE: The CD2430 Controller is not responding, power cycle the router

**Explanation** The CD2430 controller has failed to respond to the user request. This condition is due to unsupported clocking or the use of a nonstandard cable.

**Recommended Action** Check the clocking and cable. Use Cisco cables only. 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**

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

**Explanation** The specified asynchronous interface was determined to have too many automatic control changes in too short a span of time. This error can indicate a hardware or software error in the interface.

**Recommended Action** Reset the interface. 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**

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

**Explanation** An 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**

%CIRRUS-3-RESETEERR: CD2430 serial controller [dec], Reset timeout error

**Explanation** The asynchronous controller has failed to respond to a reset command, which can indicate a hardware failure.

**Recommended Action** Reset the interface or controller. Cycle the power if necessary. 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**

%CIRRUS-3-SETCHAN: Serial[dec]: setchan called in CD2430 interrupt context

**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.

# CIRRUS\_PM Messages

The following are slow-speed synchronous and asynchronous port module messages.

## Error Message

```
%CIRRUS_PM-3-BADLOOPCABLE: Loopback not supported for DTE/X.21 port [dec] in slot [dec]
```

**Explanation** The DTE/X.21 cable does not support loopback testing.

**Recommended Action** Use proper cable for loopback testing.

## Error Message

```
%CIRRUS_PM-3-DISCOVER: CIRRUS PM at slot [dec]: PCI discovery failed
```

**Explanation** The software has failed to initialize the network module.

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

## Error Message

```
%CIRRUS_PM-2-NOBUFPOOL_ASYNC: Unable to create buffer pool for async mode interface
```

**Explanation** There is not enough memory for a per-channel control block of the CD2430 asynchronous driver.

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

## Error Message

```
%CIRRUS_PM-3-NOTCD2430: Device reported [hex]
```

**Explanation** The network module hardware has reported that a non-low-speed port module has been detected.

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

**Error Message**

%CIRRUS\_PM-3-UNKNOWNPLATFORM: Unknown Platform type to support CD2430 interfaces

**Explanation** The network module is incompatible with the current platform into which it is plugged.

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

## CLAW Messages

The following CMCC Channel Interface Processor (CIP) messages are related to the Common Link Access for Workstations (CLAW) facility.

**Error Message**

%CLAW-0-BADAPPL: [dec]/[hex][hex][hex]/[hex]: Host Appl. names "[chars]" - "[chars]" do not match.

**Explanation** An attempt was made to establish a connection, but the application names specified on the host do not match any of the application names specified in the router configuration.

**Recommended Action** Correct the host and router configuration.

**Error Message**

%CLAW-0-BADAPPL2: Configured names: "[chars]" - "[chars]"

**Explanation** An attempt was made to establish a connection, but the application names specified on the host do not match any of the application names specified in the router configuration.

**Recommended Action** Correct the host and router configuration.

**Error Message**

%CLAW-6-BADCHAIN: Too many buffers in an IP Datagram write chain.

**Explanation** All the data sent in an IP datagram should fit into one transfer list element. The specified message required more than one.

**Recommended Action** Copy the error 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**

%CLAW-0-BADHNAME: Host system names do not match.\nHost is "[chars]". Control Unit is "[chars]".

**Explanation** During the system validation processing, the host name configured in the router did not match the host name configured on the host.

**Recommended Action** Correct the host and router configurations.

**Error Message**

%CLAW-0-BADRSIZE: Host read frame size of [dec] is less than Control Unit size of [dec].

**Explanation** The host is configured to receive frames that are smaller than those that the CMCC is designed to send.

**Recommended Action** The CMCC has notified the host of the problem. Reconfigure the frame size on the host to be 4096 or larger.

**Error Message**

%CLAW-6-BADSVR: System Validate Response had a return code of [dec].

**Explanation** The host has generated a bad return code in the response to the “system validate” request sent by the CMCC.

**Recommended Action** Check the return code and correct the configuration as appropriate.

**Error Message**

%CLAW-0-BADVERSION: Host CLAW version [dec] does not equal control unit version [dec].

**Explanation** The version specified in a message from the host is not the same as the version specified in the CMCC.

**Recommended Action** Copy the error 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**

%CLAW-0-BADWNAME: Workstation system names do not match.\nHost is "[chars]". Control Unit is "[chars]".

**Explanation** During the system validation processing, the work station name configured in the router did not match the work station name configured on the host.

**Recommended Action** Correct the host and router configuration.

**Error Message**

%CLAW-0-BADWSIZE: Host write frame size of [dec] is greater than Control Unit size of [dec].

**Explanation** The host is configured to write more data in a single frame to the CMCC than the CMCC is designed to receive.

**Recommended Action** The CMCC has notified the host of the problem. Reconfigure the frame size on the host to be 4096 or smaller.

**Error Message**

%CLAW-6-COMMAND: Unrecognized CLAW command code [dec]. xfer\_element = [hex]

**Explanation** The host has sent a CLAW command that has an invalid CLAW command code.

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

**Error Message**

%CLAW-0-DELFAILED: Tree deletion failed but entry was found, key=[hex].

**Explanation** When running with IP host backup enabled, the application that owns the IP address is stored in a tree. When the application that owns the IP address is done with the IP address, the owner removes itself from the tree. Before the owner removes itself, a check is made to see if it exists. The owner did exist, but the delete request failed.

**Recommended Action** This is a fatal internal logic error. The CIP microcode has been reinitialized. If this error persists, stop using the IP Host Backup feature until the problem can be corrected.

**Error Message**

%CLAW-3-DELNOTHERE: Tree deletion requested but entry does not exist, requestor=[hex]01x[hex] [hex].

**Explanation** When running with IP host backup enabled, the application that owns the IP address is stored in a tree. When the application that owns the IP address is done with the IP address, the owner removes itself from the tree. Before the owner removes itself, a check is made to see if it exists. The owner did exist, but the delete request failed.

**Recommended Action** This is an internal logic error. It may prevent IP Host Backup from working properly. If this error persists, stop using the IP Host Backup feature until the problem can be corrected.

**Error Message**

%CLAW-3-DELNOTME: Tree deletion requested but entry not owned, requestor=[hex]01x[hex] [hex], owner=[hex][hex][hex] [hex].

**Explanation** When running with IP host backup enabled, the application that owns the IP address is stored in a tree. When the application that owns the IP address is done with the IP address, the owner removes itself from the tree. Before the owner removes itself, a check is made to see if it exists. The owner did exist, but the delete request failed.

**Recommended Action** This is an internal logic error. It may prevent IP Host Backup from working properly. If this error persists, stop using the IP Host Backup feature until the problem can be corrected.

**Error Message**

%CLAW-0-DUPMISSING: Tree insertion failed but duplicate entry not found, key=[hex].

**Explanation** When running with IP Host Backup enabled, the application that owns the IP address is stored in a tree. When an attempt is made to claim the IP address, the application is inserted into the tree. If the insert fails, the tree is searched to find the owner of the application so that an appropriate error message can be issued. If the search fails, this message is issued to indicate that the tree is corrupted.

**Recommended Action** This is a fatal internal logic error. The CIP microcode has been reinitialized. If this error persists, stop using the IP Host Backup feature until the problem can be corrected.

**Error Message**

%CLAW-6-INVALIDLINK: Invalid CLAW link [dec] specified for option [dec]

**Explanation** The host has sent a CLAW option request command for an invalid link.

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

**Error Message**

%CLAW-3-IPINUSE: Device [hex][hex][hex] [hex] requested IP address [dec].[dec].[dec].[dec] already in use by device [hex][hex][hex] [hex].

**Explanation** When running in IP Host Backup mode, the first device listed attempted to establish a CLAW connection to use the specified IP address. The IP address is already in use by the second device.

**Recommended Action** If the second CLAW device is the desired owner of the IP address, then stop the first CLAW device and restart the second CLAW device. If not, stop the second CLAW device.

**Error Message**

%CLAW-6-LINKEXISTS: An attempt was made to redefine application [chars] [chars], application already defined.

**Explanation** The host has sent a CLAW option request to define an application that already exists.

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

**Error Message**

%CLAW-6-LONGREC: Attempt to transmit too large a record.

**Explanation** The amount of data being read by the channel has exceeded the size of the CCW that was read.

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

**Error Message**

%CLAW-6-NOCONN: Channel wrote data on link [dec] without a valid connection.  
Path=[hex] [hex] [hex] device=[hex]

**Explanation** A packet was received from the host, but the logical link specified with the data does not represent a valid connection.

**Recommended Action** The packet was dropped. Report this error to your Cisco technical support representative.

**Error Message**

%CLAW-0-NOLINKID: Unable to allocate link id.

**Explanation** An attempt was made to allocate a link ID to assign to a connection request, but all link IDs were in use. This error should not occur.

**Recommended Action** The CMCC has recovered by generating a bad return code to the requester. Report this error to your Cisco technical support representative.

**Error Message**

%CLAW-3-NOMEM: Not enough memory for host write.

**Explanation** Not enough free memory is available for the CLAW task to replenish the channel buffers after getting a write buffer.

**Recommended Action** Install more memory for the CMCC or configure fewer devices.

**Error Message**

%CLAW-3-NOSYSVAL: Device [hex][hex][hex] [hex] connection request "[chars]" "[chars]" without system validate

**Explanation** The CLAW connection request sequence was attempted without successful completion of a system validation sequence. This is a CLAW protocol error.

**Recommended Action** Restart the host application and the CMCC application. If this problem persists, contact your Cisco technical support representative.

**Error Message**

%CLAW-6-NOTPRESENT: Link [dec] being freed was not present.

**Explanation** The host software attempted to disconnect a link that had not been established.

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

**Error Message**

%CLAW-6-NOTXBUF: Unable to allocate txbuf.

**Explanation** No available transmit buffers exist, but the CLAW connection has not reached its transmit buffer limit.

**Recommended Action** The packet has been dropped. Report this error to your Cisco technical support representative.

**Error Message**

%CLAW-6-OPTION: Unrecognized CLAW option request code [dec]

**Explanation** The host has sent an unknown CLAW option request command.

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

**Error Message**

%CLAW-6-RANGE: Link [dec] being freed is out of range.

**Explanation** The link ID in a disconnect message is not within the valid range for all CLAW links.

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

**Error Message**

%CLAW-6-SCBTYPE: Unrecognized SCB type code [dec]

**Explanation** Each SCB pointing to data for the host is classified as a particular type before being queued to the host. After sending a block of data, the CLAW application detected an invalid type defining the data. This is an internal logic error.

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

**Error Message**

%CLAW-0-SYSMGT\_ERROR1: CLAW detected error in sysmgt call: invalid type [dec]

**Explanation** An invalid parameter was received in a system management call.

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

**Error Message**

%CLAW-6-TOOBIG: [dec] byte IP datagram exceeds CLAW MTU for device  
[dec] / [hex] [hex] [hex] / [hex]

**Explanation** The router has sent an IP datagram to the CMCC that is larger than the MTU for the CMCC. The MTU for the CLAW connection is set on the DEVICE statement for the CLAW device in the host TCPIP configuration file (PROFILE.TCPIP). The IP datagram has been dropped.

**Recommended Action** Check the configured IP MTU on the CMCC, and check the host configuration file. If the configurations are correct, report this problem to your Cisco technical support representative.

**Error Message**

%CLAW-6-TOOSMALL: [dec] byte IP datagram is too small, device  
[dec] / [hex] [hex] [hex] / [hex]

**Explanation** The router has sent an IP datagram to the CIP that is smaller than an IP header. The packet has been dropped.

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

**Error Message**

%CLAW-6-TYPE: Unrecognized type code [dec] in CLAW. xfer\_element = [hex]

**Explanation** The request type in a transfer element is not a valid value. This is an internal logic error.

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

**Error Message**

%CLAW-6-UNEXPECTED: Unexpected type code [dec] in CLAW. xfer\_element = [hex]

**Explanation** The request type in a transfer element is valid but is not expected to occur at this time. This is an internal logic error.

**Recommended Action** The CMCC has recovered by ignoring the transfer element. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLAW-6-VIRTCLAW: CLAW device may not be created on a virtual port adapter.

**Explanation** An attempt was made to configure a CLAW device on the virtual port adapter. CLAW devices are permitted only on real port adapters. The configuration request was ignored.

**Recommended Action** Configure the CLAW device on a real port adapter.

**Error Message**

%CLAW-6-WRITEREAD: Host Wrote data on read subchannel.

**Explanation** The mainframe has written data to the read subchannel. This error is most likely the result of a misconfiguration under a VM guest in which the write device is attached to the read subchannel.

**Recommended Action** Check the device definitions on the host and, if the host is running under VM, verify that the write device is attached to the write subchannel and the read device is attached to the read subchannel.

## CLEAR Messages

The following are clear facility messages.

**Error Message**

%CLEAR-5-COUNTERS: Clear counter on [chars] [chars] by [chars]

**Explanation** The counters have been cleared on the interface or interfaces.

**Recommended Action** No action is required.

**Error Message**

%CLEAR-5-EXT\_COUNT: Clear extended [chars] counters on [chars] by [chars]

**Explanation** The extended counters have been cleared on the interface or interfaces.

**Recommended Action** No action is required.

## CLIENT\_CLOCK\_SYNC Messages

The following are clock synchronization server messages.

**Error Message**

%CLIENT\_CLOCK\_SYNC-3-CREATEBOOL: watched boolean creation failure. bool [chars]

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

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

**Error Message**

%CLIENT\_CLOCK\_SYNC-3-PORTCREATE: cannot create port [chars] due to [chars]

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

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

**Error Message**

%CLIENT\_CLOCK\_SYNC-3-PORTOPEN: cannot open port [chars] due to [chars]

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

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

**Error Message**

%CLIENT\_CLOCK\_SYNC-3-PORTREG: cannot register port [chars] due to [chars]

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

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

# CLNS Messages

The following are Open System Interconnection (OSI) Connectionless Network Service (CLNS) messages.

## Error Message

```
%CLNS-5-ADJCHANGE: [chars]: Adjacency to [chars] ([chars]) [chars], [chars]
```

**Explanation** An IS-IS adjacency with a neighboring router has either come up or gone down. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the IS-IS process.

**Recommended Action** This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

## Error Message

```
%CLNS-5-ADJCLEAR: [chars][chars]: All [atalk_address]dadjacencies cleared
```

**Explanation** All IS-IS adjacencies of the specified type have been cleared. This message appears only if the **log-adjacency-changes** command is configured for the IS-IS process.

**Recommended Action** This informational message appears as a normal side effect of appropriate console or configuration commands.

## Error Message

```
%CLNS-4-AREALOST: Too many IS-IS areas--can't route to area [chars]
```

**Explanation** IS-IS allows only three area addresses per area. Multiple routers with at least one area address in common merge all of their configured area addresses into a single set. If the resulting set includes more than three area addresses, this message appears and indicates that there will be a loss of connectivity to the specified area.

**Recommended Action** Reconfigure the network so that the area has fewer area addresses, or split the area into multiple areas.

## Error Message

```
%CLNS-4-AUTH_FAIL: [chars]: [chars] authentication failed
```

**Explanation** An IS-IS packet (either an IIH, CSNP, PSNP or LSP) was received and did not pass an authentication check.

**Recommended Action** If this error persists, check the originating router to ensure that the authentication mode and password matches.

**Error Message**

%CLNS-3-BADIFNUM: ISIS: Bad if number, pdb [hex], idb [hex], if [hex]

**Explanation** An internal error has occurred in the Intermediate System-to-Intermediate System (ISIS) system. An inconsistency was detected in an internal data structure related to tracking protocol/interface state, possibly related to enabling or disabling of the protocol on an interface.

**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**

%CLNS-4-BADIPMSK: ISIS: Inconsistent ip prefix and mask([IP\_address][IP\_netmask]) in ISIS LSP: pdb=[chars], level=[dec], lspid=[chars]. The route wasn't added into RIB.

**Explanation** The system has received a link-state packet (LSP) that contained a bad IP prefix type length value. The mask corresponding to the address was incorrect.

**Recommended Action** Determine which remote router sent you the bad LSP and reconfigure it or upgrade its software so it does not continue to send bad LSPs. 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** output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CLNS-3-BADPACKET: [chars]: [chars], [chars][chars] from [chars] ([chars])

**Explanation** An invalid packet was received from a neighboring router.

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

**Error Message**

%CLNS-1-BKUPERR: ISIS: [chars] in [hex], ndb\_next [hex], ndb\_prev [hex], lsp\_next [hex], lsp\_prev [hex], metric [hex], index [dec], [chars] [hex]

**Explanation** An internal error has occurred in the maintenance of the IS-IS backup route table.

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

**Error Message**

%CLNS-3-CKSUMERR: [chars]: L[dec] LSP [chars] database checksum error, restarting

**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**

%CLNS-7-DEBUG\_TRACEBACK: Debug: [chars]

**Explanation** This message contains debug information.

**Recommended Action** No action is required.

**Error Message**

%CLNS-4-DUPSYSTEM: [chars]: possible duplicate system ID [chars] detected

**Explanation** A configuration error has occurred.

**Recommended Action** Correct one of the duplicate IDs.

**Error Message**

%CLNS-4-EDATFAIL: Encapsulation failed, dst= [chars]

**Explanation** This message can occur when an interface is down and a static neighbor entry exists in the CLNS routing table of the system. If this is not the case, an internal software error has occurred.

**Recommended Action** Check the interface. If the interface is not down and no static neighbor entry exists for that interface, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLNS-3-FILTERS: Adjacency with [chars] is denied due to misconfiguration of filters

**Explanation** The IS-IS or CLNS adjacency filters might be misconfigured on an interface. This error condition occurs when a CLNS filter expression that uses the **source** keyword is applied to IS-IS or CLNS adjacency filters.

**Recommended Action** Do not use the **source** keyword when applying filter expressions to filter CLNS or IS-IS adjacencies. Remove the CLNS filter expression that contains the **source** keyword by entering the **no clns filter-expr** *exp\_name* command, with *exp\_name* being the name to apply a filter expression.

**Error Message**

```
%CLNS-3-IPLIST: ISIS: [chars] [hex], [IP_address] [IP_address]
```

**Explanation** An internal error has occurred in IS-IS.

**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**

```
%CLNS-1-LINKERR: ISIS: [chars] in [hex], lsp_next [hex], lsp_prev [hex], index [dec], ver [dec], [chars] [hex]
```

**Explanation** An internal error has occurred in the maintenance of IS-IS link-state packet linkages.

**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**

```
%CLNS-4-LSP_MAXSEQ: [chars][chars]: attempt to exceed LSP maximum sequence number for LSP [chars]
```

**Explanation** An attempt was made to exceed the maximum sequence number for an LSP.

**Recommended Action** Protocol will shut down for max-lsp-lifetime + 1 minute. This is a very unlikely natural occurrence. Investigate to find the source of any out of order reception, generation, or incrementing of this LSP's sequence number.

**Error Message**

```
%CLNS-3-LSPCHAIN: [chars]: non-null [chars] pointer [hex] on freed LSP, index [dec]
```

**Explanation** An internal IS-IS 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**

```
%CLNS-4-LSPCKSUM: [chars]: Bad L[dec] LSP [chars] checksum [hex] received on [chars], length [dec], should be [hex], bad count [dec]
```

**Explanation** A link-state packet was received for the IS-IS, which failed an internal data checksum, but which passed the data link checksum. The interface on which the link-state packet was received is specified in the error message, along with the total count of checksum errors received, the link-state packet ID, and the level of the failing link-state packet. This message usually indicates data corruption occurring on a link, but might also indicate data corruption in the memory of a neighboring router.

**Recommended Action** If the error is in the memory of a neighboring router, the problem will correct itself within 15 minutes. That router will detect its internal error and regenerate the corrupted data. This case is usually indicated by the repeated occurrence of a single link-state packet ID in these messages. The same link-state packet ID might appear in this message on other routers as well. If data-link corruption has caused the error, check the link for errors and deal with them appropriately. This case is usually indicated by the appearance of a number of different link-state packet IDs in these messages.

**Error Message**

```
%CLNS-3-LSPDB: [chars]: Inconsistent LSPIX entry, lsp [hex], index [dec], ixentry [hex], ixentry->lsp [hex]
```

**Explanation** An internal error has occurred in IS-IS.

**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**

```
%CLNS-3-LSPFULL: [chars]: L[dec] LSP filled to capacity [chars]
```

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

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

%CLNS-3-LSPFULL\_OVERLOAD: [chars]: Schedule L[dec] LSP to set overload bit

**Explanation** The LSP was filled to capacity. After applying any “lsp-full” suppress options, the system was still unable to recover from this condition. The Overload bit has now been set on the LSP.

**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**

%CLNS-3-LSPIXARRMATCH: [chars]: LSPix entry [dec] mismatch with LSP [hex], LSP [chars] is [dec], entry [dec]

**Explanation** An internal error has occurred in IS-IS.

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

**Error Message**

%CLNS-3-LSPIXARRNULL: [chars]: LSPix entry [dec] should be null, is [hex]

**Explanation** An internal error has occurred in IS-IS.

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

**Error Message**

%CLNS-3-LSPIXHEAD: [chars]: LSPix [chars] [dec] head [hex] doesn't match first prev [hex]

**Explanation** An internal error has occurred in IS-IS.

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

**Error Message**

%CLNS-3-LSPLIST: ISIS: [chars] [hex], index [dec]

**Explanation** An internal error has occurred in IS-IS.

**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**

%CLNS-3-LSPTOOBIG: [chars]: L[dec] LSP [chars] size [dec] bigger than interface [chars] MTU [dec], LSP dropped

**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**

%CLNS-3-MD5ERR: [chars]: Error in filling MD5 digest for [chars] PDU

**Explanation** An internal error occurred in the IS-IS while the MD5 digest for the PDU was being filled in.

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

**Error Message**

%CLNS-5-MULTICAST: [chars]: [chars]cast address in use on [chars]

**Explanation** An NLSP adjacency with a neighboring router has either come up or gone down. The message describes whether the NLSP multicast address is in use for future updates that are sent on the LAN. This message appears only if the **log-adjacency-changes** command is configured for the NLSP process.

**Recommended Action** This message is primarily informational and appears normally as routers and links go up or down.

**Error Message**

%CLNS-3-NSAPES: Invalid NSAP type in ES table: [hex] for [chars]

**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**

%CLNS-4-NSAPIS: Invalid NSAP type in IS table: [hex] [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**

%CLNS-3-NSF\_CID\_FORCE\_FAILURE: [chars] circuit id force to [hex] ([dec]) failed

**Explanation** A circuit ID forced assignment has failed. The requested circuit ID is in use on another interface.

**Recommended Action** This condition should disappear following the next switchover.

**Error Message**

%CLNS-3-NSF\_CP\_ADJ\_CID\_MISMATCH: Checkpointed ADJ circuit id mismatch for [chars] ([dec]/[dec])

**Explanation** A checkpoint message for an IS-IS adjacency was dropped by the standby RP because the circuit ID interface does not match the circuit ID reported by the active RP.

**Recommended Action** This condition should disappear following the next switchover.

**Error Message**

%CLNS-3-NSF\_CP\_BULK\_SYNC\_FAIL: ISIS bulk sync failed to complete

**Explanation** The bulk synchronization of IS-IS adjacency data and LSP data from the active to the standby RP failed to complete successfully. Any attempt by IS-IS to perform a nonstop forwarding restart may be incomplete. IS-IS should still converge correctly.

**Recommended Action** The adjacency and LSP databases should still synchronize between the active and standby RPs following completion of the bulk synchronization. If they do not, enter the **show isis nsf**, **show clns neighbor**, and **show isis database** commands on both RPs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLNS-3-NSF\_CP\_ERR: Checkpoint send error ([chars])

**Explanation** An unrecoverable error occurred following a request to perform a checkpoint operation on a new or changed adjacency or LSP.

**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**

%CLNS-5-NSF\_NO\_RP\_SIGNAL: ISIS NSF cancelled - 'nsf interval' expiration pending

**Explanation** IS-IS has canceled the NSF restart because either the active RP or the standby RP had not been active (up) for a long enough duration. In Cisco mode, the active RP must signal that it has been up for the minimum number of seconds specified by the **nsf interval** command. For IETF mode, the standby RP must be up for the minimum number of seconds as specified by the **nsf interval** command.

**Recommended Action** Review the setting of the **nsf interval** command and correct as necessary.

**Error Message**

%CLNS-5-NSF\_RESTART: ISIS NSF completion

**Explanation** IS-IS has performed an NSF restart.

**Recommended Action** No action is required. This informational message appears as a normal side effect of a restart performed while NSF is enabled.

**Error Message**

%CLNS-3-ONLIST: ISIS: entry already threaded, prev [hex], next [hex], index [dec], ver [dec]

**Explanation** An internal error has occurred in the IS-IS or NLSP.

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

**Error Message**

%CLNS-4-REDIRECT: Redirect found for non-route entry, dst= [chars], next-hop= [chars]

**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**

%CLNS-3-TENT: [chars]: [chars]

**Explanation** An internal error has occurred in IS-IS.

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

## CLOCK Messages

The following are clock and calendar system messages.

**Error Message**

%CLOCK-3-HW\_CAL\_INVALID: Hardware Calendar (RTC) Error.

**Explanation** The hardware calendar contains an invalid date. The accepted range of dates is from 1993 to 2035.

**Recommended Action** Use the **calendar set** command and the **clock read-calendar** command to correct the invalid date.

## CLOCKSW Messages

The following are Cisco 6400 network clocking messages.

**Error Message**

%CLOCKSW-3-BOGUS\_PLIMTYPE: [chars]: bogus plimtype [hex]

**Explanation** An internal error has occurred in the IDB. This interface can not be selected as a network clocking source.

**Recommended Action** Select another interface as the network clocking source.

**Error Message**

%CLOCKSW-3-CLOCK\_ALL\_FAIL: All selected network clock sources have failed

**Explanation** All of the configured network clocking sources have failed.

**Recommended Action** Restore proper operation to one or more of the selected interfaces.

**Error Message**

%CLOCKSW-3-CLOCK\_FAIL: Network clock source [chars], priority [dec], failure

**Explanation** The specified network clocking source has failed.

**Recommended Action** Restore proper operation to the selected interface.

**Error Message**

%CLOCKSW-6-CLOCK\_OK: Network clock source [chars], priority [dec], ok

**Explanation** The specified network clocking source is operational.

**Recommended Action** No action is required.

**Error Message**

%CLOCKSW-6-PFQ\_PLL\_BYPASS: Bypassing FC-PFQ PLL

**Explanation** The FC-PFQ clock is nonoperational and is being bypassed.

**Recommended Action** No action is required.

**Error Message**

%CLOCKSW-6-SWITCH\_SOURCES: Switching from [chars] to [chars] at priority level [dec]

**Explanation** The network clock source has changed from one source to another.

**Recommended Action** No action is required.

## CLS Messages

The following are Cisco link services (CLS) messages.

**Error Message**

%CLS-3-BOGUSOP: Unknown CLS verb for [chars] context, DlcOpcodeT=[hex]

**Explanation** An invalid opcode was generated by the DLC for the STN or CEP.

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

**Error Message**

%CLS-3-CLSFAIL: CLS: Assertion failed: [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**

%CLS-3-CLSMSG: [chars]

**Explanation** A software error was detected while CLSIMsg objects were being manipulated.

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

## CLSDR Messages

The following are Cisco link services (CLS) driver messages.

**Error Message**

%CLSDR-3-ERRRTN: [chars] failed error [hex]

**Explanation** An error has been returned from CLSI to the DLU because CLSI did not perform the action desired by the DLU.

**Recommended Action** Refer to the CLSI software documentation for more information about this error. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLSDR-3-INCORRECTPORT: Incorrect port pointer in USapId

**Explanation** CLSI has returned an incorrect port pointer in the USapID.

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

**Error Message**

%CLSDR-3-MSGERR: [chars] couldn't get a message

**Explanation** The destination logical unit (DLU) could not send a correct message to Cisco Link Services I (CLSI) because the message was formed incorrectly. CLSI will not perform the desired action.

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

**Error Message**

%CLSDR-3-NOCEP: Cannot found cep in free pool

**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**

%CLSDR-3-NOCLSSERVER: unable to start the Server process

**Explanation** Could not start the CLSDRIVER process, possibly because of a resource problem. The subsystem using the CLSDRIVER does not work.

**Recommended Action** Remove and then restore the destination logical unit (DLU) in the configuration file and try to reboot the system. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLSDR-3-NODLUCREATE: Cannot create DLU for this type [dec]

**Explanation** The CLSDRIVER does not understand the destination logical unit (DLU) type. Currently, only STUN uses the CLSDRIVER. Any other value results in an 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**

%CLSDR-3-NOINIT: CLSDRIVER not initialized

**Explanation** A CLSDRIVER initialization has failed. Trying to use the driver now results in an error condition.

**Recommended Action** Remove and then restore the destination logical unit (DLU) in the configuration file and try to reboot the system. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CLSDR-3-NOPORTCREATE: Cannot create PORT structure

**Explanation** The CLSDRIVER cannot enable this port for processing.

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

**Error Message**

%CLSDR-3-NOREMOVECEP: RemoveCep : Cep [hex] not on list

**Explanation** The destination logical unit (DLU) is trying to remove a nonexistent connection endpoint from the internal data structure. This creates a problem in the connection end point (CEP) maintenance logic.

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

**Error Message**

%CLSDR-3-NOREMOVEPORT: RemovePort: port [hex] not on list

**Explanation** The destination logical unit (DLU) is trying to remove a nonexistent port from the list of active ports because it does not have the correct list of active ports.

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

**Error Message**

%CLSDR-3-WRONGMSG: Should never be here, cls message type unknown [hex]

**Explanation** The CLS message type is unknown to the destination logical unit (DLU).

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

# CM622\_CM155 Messages

The following are ATM OC12 and QOC3 line card driver messages.

## Error Message

```
%CM622_CM155-4-ATMCLKINT: ([dec]/[dec]) ATM Clock Internal Set on ([dec]/[dec])  
too
```

**Explanation** CM155 ATM Clock Internal is enabled for the other channel on the same framer, and the framer defines one bit for both channels.

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

## Error Message

```
%CM622_CM155-4-FRMROP: Error: ([dec]/[dec]) [chars] (value=[hex])
```

**Explanation** A line card ATM driver framer operation error has occurred.

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

## Error Message

```
%CM622_CM155-4-FWCKSUM: [chars] SAR firmware selftest failure (expected [hex],  
obtained [hex])
```

**Explanation** A line card ATM SAR firmware checksum error has occurred.

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

## Error Message

```
%CM622_CM155-4-OP: Error: ([dec]/[dec]) [chars]
```

**Explanation** A line card ATM driver general operation error has occurred.

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

**Error Message**

%CM622\_CM155-4-RPCMD: [chars] command error: [chars]

**Explanation** A line card ATM driver handles RP command error has occurred.

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

**Error Message**

%CM622\_CM155-4-RXSARIND: ([dec]/[dec]) RX SAR doing [chars] error: [chars]  
(indication=[hex] [hex] [hex])

**Explanation** A line card ATM driver RX SAR indication error has occurred.

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

**Error Message**

%CM622\_CM155-4-SAROP: [chars] SAR doing [chars] error: [chars]

**Explanation** A line card ATM driver SAR operation error has occurred.

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

**Error Message**

%CM622\_CM155-4-TXSARIND: TX SAR [chars] command error: [chars] (indication=[hex])

**Explanation** A line card ATM driver TX SAR indication error has occurred.

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

**Error Message**

%CM622\_CM155-4-VCLOSE: ([dec]/[dec]) VC:[int] is close pending

**Explanation** The VC is in the TX SAR close-pending state.

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

**Error Message**

```
%CM622_CM155-4-VCCMD: ([dec]/[dec]) VC:[int] [chars] error (cause: [chars])
```

**Explanation** A CM622/CM155 ATM SAR VC operation error has occurred.

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

**Error Message**

```
%CM622_CM155-4-VCTYPE: ([dec]/[dec]) VC:[int] unsupported vc encapsulation  
type=[int]
```

**Explanation** A CM622/CM155 ATM SAR VC operation error has occurred.

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

## CM\_DSPRM Messages

The following are Digital Signal Processor Resource Manager (DSPRM) messages.

**Error Message**

```
%CM_DSPRM-1-INTERNALERROR: DSPRM internal error[chars]:[dec]
```

**Explanation** The router or access server has detected an internal error.

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

**Error Message**

```
%CM_DSPRM-1-NODSPRMEVENTS: DSPRM event unavailable
```

**Explanation** The router or access server could not allocate internal resources.

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

**Error Message**

%CM\_DSPRM-1-NOIOSBUFFERS: IOS buffer pool unavailable [[chars]:[dec]]

**Explanation** The router or access server could not allocate internal resources.

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

**Error Message**

%CM\_DSPRM-1-NOIOSMEMORY: IOS memory unavailable [[chars]:[dec]]

**Explanation** The router or access server could not allocate memory for internal data structures.

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

## CM\_MONITOR Messages

The following are UBR900 Cable Access Router Personal Monitor messages.

**Error Message**

%CM\_MONITOR-5-DNS\_KILL: Terminating DNS process

**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**

%CM\_MONITOR-5-DNS\_RESP: Sending DNS response to [IP\_address] (request was for [IP\_address])

**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**

```
%CM_MONITOR-5-DNS_START: Starting DNS process
```

**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.

## CMAPP Messages

The following are Call Manager Application messages.

**Error Message**

```
%CMAPP-6-PROCESS_CREATION_FAILED: Cannot create Call Manager Application process\n
```

**Explanation** The Call Manager Application process has not been created.

**Recommended Action** Ensure that enough free memory is available to create the Call Manager Application process. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## CMCC Messages

The following are Cisco Mainframe Channel Connection (CMCC) interfaces messages.

**Error Message**

```
%CMCC-6-ADAPTERCHNG: Interface [chars]: adapter type changed from [chars] to [chars]
```

**Explanation** The interface has reported a different interface type than it previously reported. The interface should not report a different interface type unless the CMCC card was removed and replaced with one that has an interface of the reported type.

**Recommended Action** No action is required.

**Error Message**

%CMCC-4-BADENCAPSZ: Interface [chars]: encapsulated msg size ([dec]) exceeds max ([dec]); truncated.

**Explanation** An encapsulated control message had a size greater than the maximum expected size. The message has been truncated.

**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**

%CMCC-3-CFGCMDDROPPED: Config queue is full, command was dropped, slot [dec]

**Explanation** A configuration command was resent, but the receiving queues were still full. Therefore, the command was dropped.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

- Reissue the configuration command.
- Clear the interface using the **clear interface** command.
- Reload the microcode.
- Reload the router.

If the error recurs, copy the error message exactly as it appears. Record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your Cisco technical support representative.

**Error Message**

%CMCC-4-CFGFAIL: Interface [chars]: configuration command [chars] [chars] failed

**Explanation** An error has occurred while sending the configuration command to the CMCC card, or the CMCC has negatively acknowledged the command

**Recommended Action** Reissue the configuration command.

**Error Message**

%CMCC-4-DTRFAIL: Interface [chars]: Channel-protocol [chars] cmd failed; resetting to default

**Explanation** The **channel-protocol** configuration command that was sent after a reset has failed to complete successfully. The channel data transfer rate was reset to the default value.

**Recommended Action** Reissue the **channel-protocol** configuration command.

**Error Message**

%CMCC-3-IPCBUFFFAIL: Unable to obtain IPC resources

**Explanation** The IPC service used by the TN3270 Server on the CMCC could not obtain a buffer.

**Recommended Action** The CMCC will not load properly. Try the **reload** command again. 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**

%CMCC-3-IPCDNSFAIL: DNS lookup failed - [chars]

**Explanation** The IPC service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message**

%CMCC-4-IPCDNSNOIPADDR: DNS lookup failed - the DNS server has no entry for hostname [chars]

**Explanation** The IPC service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Verify that the DNS server entries are up to date.

**Error Message**

%CMCC-5-IPCDNSQUERYTIMEDOUT: DNS lookup failed - query to DNS server [chars] timed out

**Explanation** The IPC service used by the TN3270 server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Check the status of the DNS server.

**Error Message**

%CMCC-5-IPCDNSSERVERUNREACHABLE: DNS lookup failed - DNS server [IP\_address] is unreachable

**Explanation** The IPC service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Check for available routes to the DNS servers.

**Error Message**

%CMCC-3-IPCINITFAIL: Unable to initialize IPC [chars] services

**Explanation** The IPC service used by the TN3270 Server on the CMCC has failed to initialize.

**Recommended Action** The CMCC will not load properly. The router must be reloaded to clear the problem.

**Error Message**

%CMCC-3-IPCINVALID: Invalid IPC request ([dec]) received from ([hex])

**Explanation** The IPC service used by the TN3270 Server on the CMCC has received an invalid message.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message**

%CMCC-3-NODEED: Interface [chars]: No elements avail for msg ([hex] [hex]);  
interface reset.

**Explanation** An encapsulated control message has arrived, but no elements were available to receive it. It is likely that a configuration will be in a PENDING state now. An interface reset has been attempted to clear this condition.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

- Reissue the configuration command.
- Clear the interface using the **clear interface** command.
- Reload the microcode.
- Reload the router.

If the error recurs, copy the error message exactly as it appears. Record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your Cisco technical support representative.

**Error Message**

%CMCC-3-NOENABLE: Interface [chars]: No pre-allocated buffers available; enable  
not sent

**Explanation** An attempt to get a preallocated buffer for the **enable** command was unsuccessful. The interface will not be enabled.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

- Reissue the configuration command.

- Clear the interface using the **clear interface** command.
- Reload the microcode.
- Reload the router.

If the error recurs, copy the error message exactly as it appears. Record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your Cisco technical support representative.

#### Error Message

```
%CMCC-4-NOPREQ: Interface [chars]: Unable to pre allocate response element; cfg not sent
```

**Explanation** An attempt to allocate a buffer for the configuration response, or the configuration state change request, was unsuccessful. The configuration request was not sent.

**Recommended Action** The configuration command must be reissued.

#### Error Message

```
%CMCC-3-RSETFAIL: Interface [chars]: Error ([hex]) [chars]
```

**Explanation** An error has occurred while sending an interface enable or disable command.

**Recommended Action** The interface was reset by the software, and the condition has been fixed. If the condition has not been fixed, issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

- Reissue the configuration command.
- Clear the interface using the **clear interface** command.
- Reload the microcode.
- Reload the router.

If the error recurs, copy the error message exactly as it appears. Record the output from the following commands:

- **show tech**
- **show log**

Provide this information to your Cisco technical support representative.

**Error Message**

%CMCC-3-SMALLENCAPSZ: Interface [chars]: encaps msg size ([dec]) smaller than min ([dec]); dropped.

**Explanation** An encapsulated control message had a size smaller than the minimum expected size. The message was dropped.

**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**

%CMCC-3-UNKENCAP: Interface [chars]: unknown encapsulated msg([dec]) len([dec])

**Explanation** An encapsulated control message had an unknown encapsulation type. The message was dropped.

**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.

## CMEXML Messages

The following are CME XML client request messages.

**Error Message**

CMEXML-3-ERREXEC: CME XML Client Request Failed at [dec], request ([chars])

**Explanation** A CME XML client request failed in execution on the server side. The failure happens in the [dec]-th CLI.

**Recommended Action** Manual operation is needed to keep the ephone configuration in synchronization between primary and secondary CMEs.

**Error Message**

CMEXML-3-ABORTEXEC: CME XML Client Request Aborted, request ([chars])

**Explanation** A CME XML client request aborted on the client side. The request never reached the server.

**Recommended Action** Manual operations are needed to keep the ephone configuration in synchronization between primary and secondary CMEs.

**Error Message**

CMEXML-6-STARTEXEC: CME XML Client Request Start, request ([chars])

**Explanation** A CME XML client request is built and will be passed down to HTTP stack.

**Recommended Action**

- If this message appears alone, no action is needed.
- If this message appears with ABORTEXEC or ERREXEC message, it can help diagnose the list of ephone CLIs that are out of synchronization between primary and secondary CME.

## CMPTCG Messages

The following are CMCC Logical Link Control (LLC) Transmission Group (TG) messages.

**Error Message**

%CMPCTG-6-ACTIVE: CMPC-TG [chars] ACTIVE

**Explanation** The CMPC TG is in the active state.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-3-BAD\_XID3\_LEN: Xid3 CV length exceeds Msg Length

**Explanation** The length values in Xid3 Control Vectors have exceeded the length field in the Xid3 message. The contents of the Xid3 follow immediately.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-3-CFG\_ERR: TG [chars] configured with invalid Loop Back Sap

**Explanation** A loopback TG has been configured using the same local and remote SAP values. For loopback configurations, the local and remote SAPs should be different.

**Recommended Action** Change one of the SAP values.

**Error Message**

%CMPCTG-3-CFG\_FSM\_ERR: TG Name: [chars], Event [chars], State [chars]

**Explanation** An internal state machine has attempted to execute an event inconsistent with the state.

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

**Error Message**

%CMPCTG-6-INB\_SENSE: CMPC-TG [chars] Inbound Sense [hex]

**Explanation** This is an informative message given when a CMPC TG notices a cv22 with sense data. It indicates that an endpoint of the APPN session has detected a protocol problem.

**Recommended Action** No action on this router is required. Check the log for each of the two endpoints and take appropriate action.

**Error Message**

%CMPCTG-6-INIT: CMPC-TG [chars] initialized

**Explanation** A CMPC TG has noticed a cv22 with sense data. This message indicates that an endpoint of the APPN session has detected a protocol problem.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-3-LS\_FSM\_ERR: TG Name: [chars], Event [chars], State [chars]

**Explanation** An internal state machine has attempted to execute an event inconsistent with the state.

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

**Error Message**

%CMPCTG-0-NOADAP: CMPC-TG [chars] attempt to open adapter failed, pc: [hex]

**Explanation** An attempt by CMPC TG to open the LLC adapter has failed.

**Recommended Action** Make sure that the LLC adapter referenced by this TG is configured.

**Error Message**

%CMPCTG-0-NOMEM: CMPC-TG [chars] attempt to acquire memory failed, pc: [hex], at [int]

**Explanation** A call to create a pool or get a buffer 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**

%CMPCTG-6-NOTACTIVE: CMPC-TG [chars] NOT ACTIVE

**Explanation** A CMPC TG is no longer in the active state.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-6-OUTB\_SENSE: CMPC-TG [chars] Outbound Sense [hex]

**Explanation** A CMPC TG has noticed a cv22 with sense data. This message indicates that an endpoint of the APPN session has detected a protocol problem.

**Recommended Action** No action on this router is required. Check the log for each of the two endpoints and take appropriate action.

**Error Message**

%CMPCTG-6-REMOVED: CMPC-TG [chars] removed

**Explanation** A CMPC TG has been removed.

**Recommended Action** No action is required.

**Error Message**

%CMPCTG-0-SYSMGT\_ERROR3: Llc-Tg detected error in sysmgt call: invalid operation [dec]

**Explanation** An invalid parameter has been received in a system management call.

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

**Error Message**

%CMPCTG-0-SYSMGT\_ERROR4: Llc-Tg detected error in sysmgt call: invalid length

**Explanation** An invalid parameter has been received in a system management call.

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

# CNS Messages

The following are Cisco Networking Services (CNS) messages.

## Error Message

%CNS-5-CONFIG\_SUCCESS: SUCCESSFUL\_COMPLETION

**Explanation** The configuration download is successful.

**Recommended Action** No action is required.

## Error Message

%CNS-3-FAULT: [chars]

**Explanation** The CNS subsystem has detected an internal exception 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

%CNS-3-MEMORY: [chars]

**Explanation** The CNS subsystem cannot obtain enough memory to complete this operation.

**Recommended Action** Check the system memory for other memory allocation errors and contact Technical support for problem resolution. If there are no other Cisco IOS errors, consider upgrading the memory in the network device.

## Error Message

%CNS-6-NO\_EVENT\_AGENT: CNS EVENT AGENT IS NOT CONFIGURED

**Explanation** The CNS event agent is not configured. The event that was to be sent to it will be dropped.

**Recommended Action** Configure the CNS event agent.

## Error Message

%CNS-3-TRANSPORT: [chars]

**Explanation** The CNS subsystem cannot contact an external application. The message text contains further details about the cause of the problem.

**Recommended Action** Check the network configuration and cables to ensure that the remote application is running and that the address is accessible.

**Error Message**

%CNS-3-WARNING: [chars]

**Explanation** The CNS subsystem experienced an unexpected condition while executing a set of commands. The condition did not cause a failure but also did not correctly execute the commands.

**Recommended Action** Check the error log for additional information. This message is informational only and does not necessarily indicate that an error occurred.

**Error Message**

%CNS-3-XML\_SEMANTIC: [chars]

**Explanation** The CNS subsystem experienced an error while processing the XML encapsulation of the configuration command. The externally supplied XML has errors in it and cannot be processed. The message text contains further details about the cause of the problem.

**Recommended Action** Check the command and reissue it from the server.

## CNS\_AGENT\_CFGCHG Messages

The following are CNS Configuration Change Agent messages.

**Error Message**

%CNS\_AGENT\_CFGCHG-3-SRVR\_ERROR: CNS Config Change Agent cannot be started

**Explanation** The CNS Configuration Change Agent cannot be started. There are many possible reasons for this 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**

%CNS\_AGENT\_CFGCHG-6-TESTAPP: ...CNS Config Change Agent=[dec] Callback ...

**Explanation** This is an informational message only.

**Recommended Action** No action is required.

# CNSES Messages

The following are CNS Event Service Client messages.

## Error Message

```
%CNSES-4-NODNS: DNS lookup failed.
```

**Explanation** The attempt to look up the IP address of the router through DNS has failed.

**Recommended Action** Configure DNS on the router or use the **ip host** command.

## Error Message

```
%CNSES-4-NODNS_USEHOST: DNS lookup failed, use Hostname "[chars]" instead.
```

**Explanation** The attempt to look up the IP address of the router through DNS has failed.

**Recommended Action** Configure DNS on the router or use the **ip host** command.

## Error Message

```
%CNSES-3-SOCSELECT: Server socket listener failed: port=[dec] errno=[dec]
```

**Explanation** The router was unable to function as a TCP server. There are many possible reasons for this 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

```
%CNSES-3-SRVR_ERROR: CNS/AD Event Service Server cannot be started
```

**Explanation** The attempt to start the CNS/AD Event Service Server has failed. There are many possible reasons for this 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

```
%CNSES-6-TESTAPP: ...Test App app_id=[dec] Callback ...
```

**Explanation** The local IP address has been found.

**Recommended Action** No action is required.

# COBALT Messages

The following are COBALT messages.

## Error Message

```
%COBALT-3-COBALT_MALLOCFAIL: PXF DMA driver malloc failed!
```

**Explanation** The PXF DMA driver cannot operate because of insufficient available memory.

**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

```
%COBALT-3-INIT_ERR: PXF DMA Initialization failed!
```

**Explanation** Initialization of the PXF DMA ASIC has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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 that 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

```
%COBALT-3-OWN_ERR: [chars] packet buffer, descriptor address [hex], descriptor flags [hex] pak [hex]
```

**Explanation** The PXF DMA ASIC driver has detected that the descriptor ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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 that 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

```
%COBALT-3-SDRAM_ADDR_ERR: PXF DMA SDRAM [chars], Bad Address: [hex]
```

**Explanation** An invalid PXF DMA SDRAM address was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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 that 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

```
%COBALT-3-SDRAM_DETECT_ERR: No PXF DMA SDRAM detected!
```

**Explanation** The system could not access the PXF DMA SDRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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 that 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

```
%COBALT-3-SPURIOUS_INT_ERR: Spurious PXF DMA Interrupt detected!
```

**Explanation** A spurious PXF DMA interrupt has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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 that 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

```
%COBALT-2-TBB_LENGTH_ERR: TBB FIFO Debug Data - Register [hex]: [hex]
```

**Explanation** The PXF DMA ASIC driver has detected an error involving the length of a TBB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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 that 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

```
%COBALT-3-VCCI_0_ERR: Packet [hex], Length [dec], Channel [dec], VCCI [dec], Flags [hex]
```

**Explanation** The PXF DMA ASIC driver detected a VCCI of 0.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hardware pxf dma** 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 that 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.

# COMP Messages

The following are point-to-point compression messages.

## Error Message

```
%COMP-3-BADCOMP: Interface [chars] Bad status returned from packet compression operation
```

**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

```
%COMP-3-COMPERR: [chars]: COMPRESS: (stac error!) status: [dec], size in: [dec], size out: [dec]
```

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

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

## Error Message

```
%COMP-3-CONFIGBAD: Interface [chars] Compression internal configuration error
```

**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

```
%COMP-5-NOBUF: Interface [chars] [chars]
```

**Explanation** Interface serial0 compression getbuffer has failed, causing LAPB retransmissions.

**Recommended Action** Configure additional buffer size.

## Error Message

```
%COMP-3-SIZEBAD: Interface [chars] Decompression size error
```

**Explanation** One interface is configured for predictor compression, but the other interface is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message**

%COMP-3-SUBBLOCKERR: Interface [chars] compression subblock creation failed.

**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**

%COMP-3-SYNCBAD: Interface [chars] Decompression sync error

**Explanation** One interface is configured for predictor compression, but the other interface is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message**

%COMP-3-VERSIONBAD: Interface [chars] Compression Version mismatch expected [hex] received [hex]

**Explanation** One interface is configured for predictor compression, but the other interface is not.

**Recommended Action** Configure both interfaces for predictor compression.

## CONFIG Messages

The following are CMCC Channel Interface Processor (CIP) messages that relate to the configuration processing facility.

**Error Message**

%CONFIG-6-BAD\_DBTYPE: Bad port type ([dec])

**Explanation** The port type function has returned an invalid port type. This is an indication that the port adapter hardware is not working properly. This error message should occur only during CIP startup.

**Recommended Action** If this error message is reproducible or occurs randomly and repeatedly, copy the message exactly as it appears, issue the **show tech-support** command, to gather data that may provide information to determine 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, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%CONFIG-3-BADFLUSH: Buffers not freed prior to shutdown: scb=[hex], addr=[hex]

**Explanation** During the shutdown processing, buffers were found queued to the channel. One of the device tasks did not properly flush the data prior to shutting down.

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

**Error Message**

%CONFIG-0-BADSPEED: Incorrect PCA speed passed to cbus attention exit routine

**Explanation** The router has attempted to configure a PCA with an invalid channel speed.

**Recommended Action** The CIP has recovered by ignoring the request. Report this error to your Cisco technical support representative.

**Error Message**

%CONFIG-3-BADVCN: Virtual circuit number ([dec]) too large

**Explanation** The virtual circuit number specified by the Route Processor on a configuration request is too large. This is an internal logic error. The configuration request was ignored. This error message should happen only when a new configuration statement is added to a CIP.

**Recommended Action** Enter the **show extended channel** command or the **show extended vc** command. Enter the **show tech-support** command. Report all the command output to your Cisco technical support representative.

**Error Message**

%CONFIG-3-CLAWDEV: CLAW device address ([hex]) must be even

**Explanation** The Route Processor has attempted to configure an odd address for a CLAW device. CLAW configuration requests must specify an even address. This is an internal logic error. The configuration request was ignored.

**Recommended Action** Issue the **show extended channel** command or the **show extended vc** command. Issue the **show tech-support** command. Report all the command output to your Cisco technical support representative.

**Error Message**

%CONFIG-3-CONFIGINIT: Invalid config registry identifier [dec]

**Explanation** During initialization, each application receives configuration commands from the system registers routines to process its configuration commands. In this case, an incorrect registration identifier was used. This is a fatal error.

**Recommended Action** The CIP has been restarted.

**Error Message**

```
%CONFIG-3-DIFFDEVT: Device type ([dec]) does not match device [hex] device type ([dec])
```

**Explanation** The router has attempted to remove an existing device but has provided an incorrect device type. This is an internal logic error. The original configuration remains.

**Recommended Action** If this error message occurs repeatedly, copy the error message exactly as it appears, issue the **show extended channel subchannel EXEC** command and the **show tech-support** commands, and provide your Cisco technical service representative with the command output.

**Error Message**

```
%CONFIG-3-DOWNREV: The [chars] feature is not supported on CIP HW rev [dec]. [dec]. Please upgrade your CIP
```

**Explanation** A feature was configured that is not supported on this CIP hardware revision. The feature was activated but is not guaranteed to work properly.

**Recommended Action** Upgrade your CIP to either a CIP with hardware version 4.4 or a CIP2.

**Error Message**

```
%CONFIG-3-DUPDEV: Duplicate device address ([hex])
```

**Explanation** The Route Processor has attempted to configure a device that already exists. This is an internal logic error. The configuration request was ignored.

**Recommended Action** If this problem is reproducible, provide the information on how to reproduce it to your Cisco technical service representative together with the output of **show extended channel** and **show tech-support** commands.

**Error Message**

```
%CONFIG-3-DUPVCN: Virtual circuit number [dec] already in use. Path=[hex] [hex] [hex] Device=[hex]
```

**Explanation** The Route Processor has attempted to configure a device using a virtual circuit number that was already in use by another device. This is an internal logic error. The configuration request was ignored. This error message only should happen when a new configuration statement is added to a CIP.

**Recommended Action** If this problem is reproducible, provide the information on how to reproduce it to your Cisco technical service representative together with the output of **show extended channel** and **show tech-support** commands.

**Error Message**

%CONFIG-3-DUPVCN2: VCN [dec] already in use: ([hex]-[hex]-[hex]), no device found

**Explanation** The Route Processor has attempted to configure a device using a virtual circuit number that was already in use. There was no device found associated with this virtual circuit number. This is an internal logic error. The configuration request was ignored. This error message should happen only when a new configuration statement is added to a CIP.

**Recommended Action** If this problem is reproducible, provide the information on how to reproduce it to your Cisco technical service representative together with the output of the **show extended channel** and **show tech-support** commands.

**Error Message**

%CONFIG-3-NOAPPLSPC: Error allocating storage for application block

**Explanation** No memory was available for allocation to an application control block. The configuration request was ignored.

**Recommended Action** Install more memory for the CIP, or configure fewer devices.

**Error Message**

%CONFIG-3-NOCONFIG: No configuration routine registered for entry [dec]: [chars]

**Explanation** Configuration command processing is dynamically set up when features are added to an image. The feature required to process a configuration command is not a part of the current image.

**Recommended Action** Either run a CIP microcode load that supports the configuration command being issued or do not issue that configuration command.

**Error Message**

%CONFIG-3-NOCUI: Control unit image does not exist for [hex][hex][hex]

**Explanation** The Route Processor has attempted to unconfigure a device, but the control unit image for the device could not be located. This is an internal logic error. The unconfigure request was ignored.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and issue the **show extended channel** and **show tech-support** commands, 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 extended channel / sub** and **show tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONFIG-3-NODEV: Device [hex] is not defined

**Explanation** The Route Processor has attempted to unconfigure a device, but the device was not defined. This is an internal logic error. The unconfigure request was ignored.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and issue the **show extended channel** and **show tech-support** commands, 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 extended channel / sub** and **show tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONFIG-3-NODEVSPC: Error allocating storage for device block

**Explanation** No memory was available for allocation to a device block. The configuration request is ignored.

**Recommended Action** Install more memory for the CIP, or configure fewer devices.

**Error Message**

%CONFIG-3-NOFREEPATH: No free paths - only 64 may be specified

**Explanation** An attempt was made to configure more than 64 different paths. Only 64 paths are supported. The configuration request was ignored.

**Recommended Action** Configure fewer paths.

**Error Message**

%CONFIG-3-NOMEM: [chars]

**Explanation** Not enough memory is available to process configuration commands on the channel adapter.

**Recommended Action** Verify the amount of memory installed on the channel adapter and upgrade if necessary.

**Error Message**

%CONFIG-3-NOPATHSPC: Error allocating storage for logical path table

**Explanation** No memory was available for allocation to the logical path table. The configuration request was ignored.

**Recommended Action** Install more memory for the CIP, or configure fewer devices.

**Error Message**

%CONFIG-3-NOSPACE: No space to build configuration confirmation

**Explanation** Whenever the system sends a configuration command to the CIP, the CIP responds with a confirmation message. Sufficient memory was not available on the CIP to allocate a block to hold a confirmation message.

**Recommended Action** If you are not at the maximum CIP memory configuration, additional memory may be installed on the CIP. Otherwise, configure fewer channel connections.

**Error Message**

%CONFIG-3-NOVCN: Virtual circuit number ([dec]) is not defined

**Explanation** The Route Processor has attempted to unconfigure a device, but the virtual circuit number for the device is not defined. This is an internal logic error. The unconfigure request was ignored. This error message should happen only when a configuration statement is removed from a CIP.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and issue the **show extended channel** and **show tech-support** commands, 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 extended channel / sub** and **show tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%CONFIG-3-OFFLDEV: Offload device address ([hex]) must be even

**Explanation** The Route Processor has attempted to configure an odd address for an offload device. Offload configuration requests must specify an even address. This is an internal logic error. The configuration request was ignored.

**Recommended Action** If this problem is reproducible, provide the information on how to reproduce it to your Cisco technical service representative together with the output of the **show extended channel** and **show tech-support** commands.

**Error Message**

%CONFIG-3-STATEINIT: Too many state change notification routines

**Explanation** During initialization, each application that uses the virtual port adapter registers to receive notification when the **shutdown** or **no shutdown** commands are issued on that adapter. The table to hold these registration requests is too small. This is a fatal error. The CIP has been restarted.

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

**Error Message**

%CONFIG-3-TOOBIG: Configuration comand ([dec]) is too large ([dec]) to process

**Explanation** A feature was configured in which the configuration command is larger than the channel adapter can process. The configuration command will be ignored by the channel adapter.

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

**Error Message**

%CONFIG-3-TOOMANYDEV: Too many devices defined. Only 256 may be used

**Explanation** An attempt was made to define more than 256 devices. Only 256 devices are supported on an adapter. The configuration request was ignored.

**Recommended Action** Configure fewer devices.

**Error Message**

%CONFIG-3-UNEXPCFG: Configuration command code [dec] is not supported

**Explanation** Configuration command processing is dynamically set up when features are added to an image. The feature required to process a configuration command is not a part of the current image.

**Recommended Action** Either run a CIP microcode load that supports the configuration command being issued or do not issue that configuration command.

**Error Message**

%CONFIG-3-WORKLEFT: Work pending on work queue when device terminated

**Explanation** The CIP unconfigured a device and found that there were still messages left in its work queues. This is an internal logic error.

**Recommended Action** If this message occurs repeatedly or if it is reproducible, copy the error message exactly as it appears, issue the **show extended channel** and the **show tech-support** commands, 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 extended channel** and **show tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

# CONTROLLER Messages

The following are controller messages.

## Error Message

```
%CONTROLLER-5-CALLDROP: Controller [chars], [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

```
%CONTROLLER-2-CRASHED: Interface Processor in slot [dec] not responding ([hex]):  
shutting it down
```

**Explanation** A controller has stopped responding to commands over the CBUS and has been put into shutdown mode.

**Recommended Action** Reenable the controllers by issuing the **no shutdown** configuration command on all controllers on the card, or hotswap out the bad card and install the new one. You must still manually no shut the controllers.

## Error Message

```
%CONTROLLER-5-DOWNDETAIL: Controller [chars], changed state to [chars] due to  
[chars]
```

**Explanation** A configurable controller has changed its state.

**Recommended Action** No action is required.

## Error Message

```
%CONTROLLER-2-FIRMWARE: Controller [chars], [chars]
```

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

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

**Error Message**

%CONTROLLER-5-HDLC\_INSUFF\_RESOURCE: Insufficient HDLC resources to enable channel [dec]

**Explanation** A limited number of HDLC channels can be allocated for this trunk.

**Recommended Action** Check the number of HDLC resources supported for this trunk card. 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**

%CONTROLLER-5-LOOPSTATUS: Controller [chars], [chars]

**Explanation** This message is a configurable controller loopback status message and is informational only.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-2-NOTFOUND: For controller [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**

%CONTROLLER-5-RECEIVER: Controller [chars] has [chars]

**Explanation** The Controller has detected alarms or recovered from alarms.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-REMLOOP: Controller [chars], remote loop [chars] [chars]

**Explanation** A configurable controller has entered remote loopback.

**Recommended Action** No action is required.

**Error Message**

%CONTROLLER-5-UPDOWN: Controller [chars], changed state to [chars]

**Explanation** A configurable controller has changed its state.

**Recommended Action** No action is required. If the controller changes its state continually, ensure that you are using the appropriate Cisco cables. If line drivers are being used, remove them. Perform loopback tests on the controller to troubleshoot the issue further.

## COT Messages

The following are continuity test (COT) messages.

**Error Message**

%COT-1-DSP\_MEM: [chars]

**Explanation** No memory was allocated for the COT DSP event queue.

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

**Error Message**

%COT-1-DSP\_Q: [chars]

**Explanation** A DSP event was not added to the COT DSP event queue.

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

**Error Message**

%COT-1-INITSYS: [chars]

**Explanation** A periodic process, chunk pool, COT queue, or DSP queue for COT was not created.

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