DBUS Messages

The following are data bus messages.

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

DCU Messages

The following are ATM access concentrator PCI port adapter messages.

Error Message

```
%DCU-3-DCU_RESET: [chars]: DCU keep-alive failure, card reset
```

Explanation The port adapter has stopped processing keepalives.

Recommended Action No action is required.

Error Message

```
%DCU-1-NODCUPORTS: The maximum number of DCU ports ([dec]) is exceeded
```

Explanation The system has detected too many DCU ports.

Recommended Action Check the configuration. If the problem persists, 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

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

Explanation Memory exhaustion has occurred.

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

DEBUGGER Messages

The following are CMCC Channel Interface Processor (CIP) messages that are issued when nonrecoverable errors occur on the CIP.

Error Message

```
%DEBUGGER-0-CCHAIN: [chars]
```

Explanation This message shows a line from the call chain and is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory

- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-CIP_HWVINFO: SNr. [dec] HWRev. [int].[int] EPROM [int].[int] VPLD
[int].[int]
```

Explanation This message contains hardware version information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-CIP_SWVINFO: [chars] [dec].[dec] [chars]
```

Explanation This message contains software version information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-3-CONSOLE_IP: Invalid IP console registry identifier [dec]
```

Explanation During initialization, each application that uses an IP address registers a routine to be used by the **console dbcb** command to fetch the IP address. The identifier associated with a routine was not within a valid range. 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

```
%DEBUGGER-3-CONSOLE_TX: Invalid TX buffer console registry identifier [dec]
```

Explanation During initialization, each application that uses global transmit buffers registers a routine to be used by the **console dbcb** command to fetch the buffer counts. The identifier associated with a routine was not within a valid range. 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

```
%DEBUGGER-0-FATAL_ERROR: Fatal error (code=[dec])
```

Explanation A fatal internal CIP error has occurred. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-INVALID_ADDR: address [hex] is invalid
```

Explanation An invalid address has been detected while trying to perform a stack dump. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-LCORE_DATA: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation This message displays data from the low core area of the CIP. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-LCORE_START: Dump of lowcore
```

Explanation This message begins a dump of the CIP low core memory. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-RESTART: Restart due to breakpoint
```

Explanation A fatal internal CIP error has occurred. This message indicates that the CIP has finished printing all debugging information and is attempting a restart. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK1: [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK2: [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK3: [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK4: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task
- The first 1KB of the stack of the currently active task.

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DATA1: [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DATA2: [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DATA3: [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DATA4: [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DATA5: [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DATA6: [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DATA7: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DATA8: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a line of internal interrupt stack information. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is printing out contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DUMP0: [chars], base=[hex], stack_size=[hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates the beginning of the stack for the current task and is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is providing contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_DUMP1: sp=[hex], pc=[hex], ra=[hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates the second line from the dump of the stack for the current task and is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is providing contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_OVERFLOW: overflow condition detected for this task: [chars]
```

Explanation A fatal internal CIP error has occurred. This message indicates that the current task has overflown its stack and is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is providing contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-STACK_START: Stack addr: [hex]
```

Explanation A fatal internal CIP error has occurred. This messages indicates the beginning of a dump of the internal interrupt stack and is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is providing contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-TRACE_ADDR: Table:[hex] Next:[hex] First:[hex] Last:[hex] Full:[hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates the internal trace table header, which is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is providing contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-TRACE_DATA: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

Explanation A fatal internal CIP error has occurred. This message indicates a single entry from the internal trace table, which is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is providing contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DEBUGGER-0-TRACE_START: Dump of trace table
```

Explanation A fatal internal CIP error has occurred. This message indicates the beginning of a dump of the internal trace table. This is part of a fatal error dump. The CIP has encountered an unrecoverable problem and is providing contextual information about where the problem occurred. A fatal error dump consists of the following parts:

- Headlines with software and hardware versions
- The load map of all the dynamically loaded code segments
- All the interrupt stacks currently in use
- The trace table
- The first 1 KB of CIP low core memory
- The first 1 KB of the stack of the currently active task

Recommended Action To capture all these error messages, ensure that you have set the **logging buffered** command to 64000, or log to a system log server. Frequently such a fatal error dump is immediately preceded by some additional CIP error messages. Ensure that you capture those messages as well. Call your Cisco technical support representative and provide the representative with the gathered information.

DEC21140 Messages

The following are DEC21140 Fast Ethernet controller messages.

Error Message

```
%DEC21140-5-COLL: [chars] excessive collisions
```

Explanation A Fast Ethernet packet has been dropped because too many attempts to transmit it were stopped by collisions. This problem can be caused by a Fast Ethernet segment that is full to capacity or by other malfunctioning equipment on the LAN.

Recommended Action No action is required.

Error Message

```
%DEC21140-3-DEFER: [chars] transmit error
```

Explanation A defer event occurs when the transmitter cannot immediately send a packet due to the medium being busy. The medium is busy either because another device is transmitting, or the Inter-Packet Gap timer has not expired.

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

```
%DEC21140-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay
```

Explanation The number of interfaces found was not what was expected. This error can indicate a hardware failure.

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

```
%DEC21140-3-DUPLEX_SPEED: [chars] doesn't support the configured duplexand speed
combination
```

Explanation The Fast Ethernet port was configured for a duplex and speed combination that this particular hardware does not support.

Recommended Action Specify a different speed and duplex combination. 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

```
%DEC21140-3-ERRINT: [chars] csr0=[hex], csr5=[hex]
```

Explanation The Fast Ethernet controller has signaled an error condition on the specified port.

The following information describes the output of the CSR5 register.

bit 13: Fatal bus error

bit 11: General-purpose timer expired

bit 09: Receive watchdog timeout

bit 08: Receive process stopped

bit 07: Receive buffer unavailable

bit 03: Transmit jabber timeout

bit 02: Transmit buffer unavailable

bit 01: Transmit process stopped

bit 25:23 Error Bits (Valid only when csr5<13> is set)

The following information describes the output if the CSR5 error type is CSR5<25:23>.

000 Parity error

001 Master abort

010 Target abort

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

```
%DEC21140-1-INITFAIL: [chars] timed out, csr5=[hex]
```

Explanation The Fast Ethernet port initialization has failed. The error can be caused by disconnected cabling or by a failure to detect the media in use.

Recommended Action Check the cabling, and then try initializing the port 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

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

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

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

Error Message

```
%DEC21140-5-LATECOLL: [chars] transmit error
```

Explanation Late collisions happen when a collision occurs after the preamble has been sent. The packet will be sent, but this message could indicate that another device is failing to detect when the network is in use.

Recommended Action If this message recurs, check for other malfunctioning devices on the Fast Ethernet. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DEC21140-5-LOSTCARR: [chars] cable/transceiver problem?
```

Explanation The Fast Ethernet port lost its carrier while transmitting. This means that it is no longer receiving signals from the LAN. This problem can be caused by disconnected Fast Ethernet cabling or by a transceiver failure.

Recommended Action Check the Fast Ethernet wiring and port adapter. 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

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

Explanation The Fast Ethernet port lost its carrier while transmitting,. This means that it is no longer receiving signals from the LAN. This problem can be caused by disconnected Fast Ethernet cabling or by a transceiver failure.

Recommended Action Check the Fast Ethernet wiring and port adapter. 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

```
%DEC21140-2-NOISL: Interface [chars] does not support ISL
```

Explanation ISL is not supported on the specified interface hardware.

Recommended Action No action is required.

Error Message

```
%DEC21140-3-NOTDEC21140: Bay [dec] device ID seen as [hex], expected [hex]
```

Explanation The Fast Ethernet driver has failed to initialize.

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

```
%DEC21140-3-OWNERR: [chars] packet buffer, pak=[hex]
```

Explanation An internal software inconsistency exists.

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

```
%DEC21140-5-REMOVE_HWADDR_FAIL: Interface [chars] failed to remove Addr:=[enet]
from HWAF
```

Explanation Removal of hardware address from the HWAF has failed. This failure occurred because a search in the HWAF table has failed for the requested address. This failure should not occur when the interface is not operating in promiscuous mode.

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

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

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

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

Error Message

```
%DEC21140-3-UNDERFLO: [chars] transmit error
```

Explanation The Fast Ethernet transmitter was ready before a packet was in the buffer. An underflow error indicates that the controller encountered an empty transmit FIFO while transmitting a frame. This condition could be caused by excessive system load.

Recommended Action If possible, move the bandwidth-hogging interfaces off of the same PCI backplane. If the error message recurs, copy the message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DEC21140-5-WATCHDOG: Enormous packet received on [chars]
```

Explanation A packet received from the Fast Ethernet was dropped because of its excessive size.

Recommended Action Adjust the MTU of the interface if necessary. Otherwise, no action is required.

DFC Messages

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

Error Message

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

Explanation A DFC does not have a correct card ID.

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

```
%DFC-1-DFC_OLD_HW_REV: DFC in slot [dec] has old hw rev [dec].[dec] when should
be [dec].[dec]
```

Explanation A DFC does not have the latest hardware revision. The card must be updated to version indicated in the error message output.

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

Error Message

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

Explanation A DFC does not have the latest Tulum version.

Recommended Action Update the Tulum version on the DFC 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.

DFC_CARRIER Messages

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

Error Message

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

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

Recommended Action If the hardware is not the latest revision, update the DFC carrier card with the latest revision as specified in the error message output. If the message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

DFP Messages

The following are DFP messages.

Error Message

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

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

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

Error Message

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

Explanation A listen operation for the DFP Manager has failed.

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

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

Error Message

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

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

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

Error Message

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

Explanation A security check has failed.

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

Error Message

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

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

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

Error Message

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

Explanation The user input a service string that exceeds 15 characters

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

DHCP Messages

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

Error Message

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

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

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

DHCPD Messages

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

Error Message

```
%DHCPD-2-(-1): DHCP could not start its [chars] process.
```

Explanation DHCP could not start one of its processes.

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

Error Message

```
%DHCPD-4-DECLINE_CONFLICT: DHCP address conflict: client [chars] declined
[IP_address].
```

Explanation The DHCP client has detected an address conflict. Another host is using the specified IP address.

Recommended Action Resolve the misconfiguration. Clear the conflict from the DHCP database. After resolving the conflict, use the **clear ip dhcp conflict** command.

Error Message

```
%DHCPD-2-MALLOC_ERROR: There is inadequate memory for DHCP services.
```

Explanation The DHCP could not allocate mandatory data structures.

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

Error Message

```
%DHCPD-2-NO_PROCESS: DHCP could not start its [chars] process.
```

Explanation The DHCP could not start one of its processes.

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

Error Message

```
%DHCPD-4-PING_CONFLICT: DHCP address conflict: server pinged [IP_address].
```

Explanation The DHCP server has detected an address conflict. Another host is using the specified IP address.

Recommended Action Resolve the misconfiguration. Clear the conflict from the DHCP database. After resolving the conflict, enter the **clear ip dhcp conflict** command.

Error Message

```
%DHCPD-2-READ_DEADLOCK: DHCP has detected a deadlock condition (excessive read
failures).
```

Explanation The DHCP server could not read the bindings from any database agent. To prevent a possible deadlock, the server has made all pool addresses available for assignment.

Recommended Action Verify that all of the URLs are correct and ensure that connectivity exists between the server and all database agents. Check for corrupt database files. All files must contain the **time** and **end** keywords. Enter the **show ip dhcp database** command. If there are aborted file transfers, increase the appropriate timeouts, then restart the DHCP server.

Error Message

```
%DHCPD-3-READ_ERROR: DHCP could not read bindings from [chars].
```

Explanation The DHCP server could not read bindings from the specified database agent.

Recommended Action Verify that the URL is correct and connectivity exists between the server and database agent. Check for a corrupt database file. The file must contain the **time** and **end** keywords. Enter the **show ip dhcp database** command. If there are aborted file transfers, increase the database transfer timeout.

Error Message

```
%DHCPD-2-RECVMSG_ERROR: Recvmsg failed unexpectedly. DHCP services have been
terminated.
```

Explanation The reason for this failure is unknown.

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

Error Message

```
%DHCPD-4-RELAY_ONLY: DHCP will run as a relay agent only.
```

Explanation The DHCP could not start its database process. The server component has been disabled. Only the relay agent is active.

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

Error Message

```
%DHCPD-2-SOCKET_ERROR: DHCP could not open UDP port [int].
```

Explanation The DHCP could not open the UDP port.

Recommended Action Check if another application is using the UDP. If the port is available, add more memory.

Error Message

```
%DHCPD-3-WRITE_ERROR: DHCP could not write bindings to [chars].
```

Explanation The DHCP server could not write bindings to the specified database agent.

Recommended Action Verify that the URL is correct and connectivity exists between the server and database agent. Enter the **show ip dhcp database** command. If there are aborted file transfers, increase the database transfer timeout.

DHCPV6C Messages

The following are DHCPV6 client messages.

Error Message

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

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

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

Error Message

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

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

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

DHCPV6S Messages

The following are DHCPV6 server messages.

Error Message

```
%DHCPV6S-3-DBNOTLOADED: Binding database not loaded
```

Explanation A DHCPv6 binding database could not be loaded.

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

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

Error Message

```
%DHCPV6S-3-DBOPEN: Openning [chars]: [chars]
```

Explanation A DHCPv6 binding database file could not be opened.

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

Error Message

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

Explanation A DHCPv6 binding database file could not be read.

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

Error Message

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

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

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

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

Error Message

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

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

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

DIAG Messages

The following are CMCC Channel Interface Processor (CIP) messages for diagnostic testing.

Error Message

```
%DIAG-6-BADCODE: Invalid request code ([dec]) to run_diag
```

Explanation A request was made to run an ECA diagnostic, but the number of the diagnostic to run was not valid. This is an internal logic error. The request to run the diagnostic is ignored.

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

Error Message

```
%DIAG-6-BADLOAD: Firmware load error. Unable to run_diag
```

Explanation A request was made to run an ECA diagnostic, but the firmware for the port adapter did not load properly. This is an internal logic error. The request to run the diagnostic is ignored.

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

DIALER Messages

The following are dial-on-demand routing (DDR) messages.

Error Message

```
%DIALER-6-BIND: Interface [chars] bound to profile [chars]
```

Explanation A dialer interface has been bound to a dialer profile.

Recommended Action No action is required.

Error Message

```
%DIALER-2-CIRCUITCOUNT: Dialer count 0 on [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

```
%DIALER-4-MTU_WARNING: Current MTU setting of [dec] on [chars] is being
overwritten by setting of [dec] defined by [chars].
```

Explanation An interface setting has changed based on a dialer rotary group membership.

Recommended Action No action is required.

Error Message

```
%DIALER-2-NOSWIDB: No software interface associated with hw interface [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%DIALER-2-NULLPTR: Unexpected null pointer in [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%DIALER-6-UNBIND: Interface [chars] unbound from profile [chars]
```

Explanation A dialer interface has been unbound to a dialer profile.

Recommended Action No action is required.

DIALPEER_DB Messages

The following are dial peer configuration messages.

Error Message

```
%DIALPEER_DB-3-ADDPEER_MEM_THRESHOLD: Addition of dial-peers limited by available
memory
```

Explanation The available memory does not permit the addition of more dial peers.

Recommended Action To add more dial peers, increase the processor memory.

Error Message

```
%DIALPEER_DB-3-ADDPEER_PLATFORM_LIMIT: Addition of dial-peers limited by platform
```

Explanation This platform does not permit the addition of more dial peers.

Recommended Action Reduce the number of dial peers in your numbering plan.

Error Message

```
%DIALPEER_DB-6-ADDPEER_WARNING: Addition of too many dial-peers may affect
performance
```

Explanation The number of dial peers is high. This will have an effect on the dial-peer lookup time, resulting in longer call setup time

Recommended Action Use the minimum number of dial peers necessary for your numbering plan.

Error Message

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

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

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

Error Message

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

Explanation The system has run out of memory.

Recommended Action Attempt to determine why memory is exhausted.

Error Message

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

Explanation The fallback cache is full.

Recommended Action Increase the size of the fallback cache.

Error Message

```
%DIALPEER_DB-3-NOMAP: Could not load dnis-map [chars]\n url=[chars]\n
errno=[dec]=[chars]
```

Explanation The DNIS map could not be read.

Recommended Action Check that the map exists on the server and is readable.

DIALSHELF Messages

The following are messages relating to chassis on the dial switch controller (DSC) for the Cisco AS5800 or the route switch controller (RSC) for the Cisco AS5850.

Error Message

```
%DIALSHELF-2-DSCDOWN: DSC in slot [dec] changes state to down.
```

Explanation The DSC (if the system is an AS5800) or RSC (if the system is an AS5850) in the dial shelf has failed.

Recommended Action If the error is with the AS5850, attempt to to power cycle the chassis and check if the LCDs and LEDs are up. If the error is with the AS5800, Attempt to bring up that DSC by checking the LDC and LEDs of the DSC, and checking the connection between the RS and the DSC. If none of these steps fix the problem, Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

Explanation The software has generated an unknown event for the specified slot. 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

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

Explanation The router shelf has received an invalid message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

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

Error Message

```
%DIALSHELF-3-MSG: Unknown message type [dec] from DSC
```

Explanation The router shelf has received an unknown message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

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

Error Message

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

Explanation The **hw-module slot [shelf] | [slot] reload** command was entered. This message is a confirmation that the command is being processed.

Recommended Action No action is required.

Error Message

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

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

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

Error Message

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

Explanation The specified dial shelf slot has timed out. A software or hardware component has failed.

Recommended Action Try removing and reinserting the card. If removing and reinserting the card does not help, try a different card. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

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

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

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

Error Message

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

Explanation The system could not find the microcode for the line card in the slot specified in the error message.

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

Error Message

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

Explanation On NPE200, more than one CT3 or more than two T1s or E1s are installed, exceeding the recommended configuration parameters.

Recommended Action Stay within the recommended limit of CT3s, T1s, and E1s, install a split dial-shelf configuration, or upgrade the router shelf to NPE300.

DIRECTOR Messages

The following are director server messages.

Error Message

```
%DIRECTOR-3-BADCOMPL: plug-in returned orphan status
```

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

```
%DIRECTOR-6-DNSNORSP: answer type [chars] host [chars] cli [IP_address] id# [dec]
none
```

Explanation This is an informational DNS reply logging message.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-6-DNSQUERY: query type [chars] host [chars] cli [IP_address] id# [dec]
```

Explanation This is an informational DNS reply logging message.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-6-DNSRESPN: answer type [chars] host [chars] cli [IP_address] id# [dec]
svr [IP_address]
```

Explanation This DNS reply logging message indicates that a server has been found.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-3-DRPDOWN: DRP [IP_address] was down [time-stamp] ago in the last [dec]
minute period ! There may be problems related to this DRP agent.
```

Explanation The remote DRP agent has not responded within the time period reported.

Recommended Action Ensure that the remote DRP agent is running and that it is accessible from the system reporting the problem. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DIRECTOR-3-HTTPOVERLOAD: Excessive HTTP request overloading: dropping HTTP req
from <cli [IP_address]>.
```

Explanation HTTP requests are overloading the web redirector. The web redirector is automatically discarding HTTP request traffic.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-3-NOALIAS: [chars] can not create ip alias
```

Explanation A resource problem has probably occurred within the system.

Recommended Action Reboot the system as soon as possible. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DIRECTOR-3-NOPORT: [chars] port in use
```

Explanation The IP address requested is already in use on an interface connected to the system or within the system itself.

Recommended Action Either select another IP address for use, or locate the system making use of this address and reconfigure the system to use another address.

Error Message

```
%DIRECTOR-3-NOPROC: unable to create [chars] process
```

Explanation A resource problem has occurred within the system.

Recommended Action Reboot the system as soon as possible. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DIRECTOR-3-NOSOCKET: [chars] unable to create socket
```

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

```
%DIRECTOR-3-NOTCONF: Metric [chars] referenced but not found
```

Explanation This is an informational DNS reply logging message.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-3-NOWRITE: [chars] unable to write to socket
```

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

```
%DIRECTOR-6-SVRNSELCT: no answer for (host [chars] cli [IP_address] type [chars]
id# [dec]) [chars]
```

Explanation No server was found.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-6-SVRSELECT: select [IP_address] (host [chars] cli [IP_address] type
[chars] id# [dec]) [chars]
```

Explanation This DNS logging message provides information about the report server selection process.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-5-SVRUPDOWN: server [IP_address] (on port [dec]) has gone [chars]
```

Explanation The remote server has gone up or down.

Recommended Action No action is required.

Error Message

```
%DIRECTOR-3-URLELSEWHERE: URL is elsewhere ('[chars]'), Code [dec] - [chars]
```

Explanation The HTTP return code indicates that the specified page is not actually on this server.

Recommended Action Check the URL that had been configured, and check the configured HTTP server.

Error Message

```
%DIRECTOR-3-URLSVRERR: Server error (’[chars]’), Code [dec] - [chars]
```

Explanation The HTTP return code indicates that a server failure error has occurred.

Recommended Action Check the URL that had been configured, and check the configured HTTP server.

DISKMIRROR Messages

The following are NSP disk mirror messages.

Error Message

```
%DISKMIRROR-3-DST: destination disk: [chars]\n
```

Explanation Errors have occurred on the destination disk.

Recommended Action If the destination disk is not present in the NSP, re-insert it into the proper PCMCIA slot. Otherwise, check the disk space and ensure that it matches the source disk and is not corrupted. If the disk space is corrupted, run the Scandisk program on the laptop.

Error Message

```
%DISKMIRROR-6-FINISH: Disk Sync Finished ([dec] files syncd; [dec] failed[chars])
```

Explanation Disk mirror synchronization has completed.

Recommended Action No action is required.

Error Message

```
%DISKMIRROR-4-GENERAL: operation: [chars]\n
```

Explanation An error has occurred during the disk mirror operation.

Recommended Action Ensure that the correct types of source and destination disks are present in the corresponding slots. Also ensure that the source and destination disks are of equal size and there is enough free space left on the destination disk for the operation being performed.

Error Message

```
%DISKMIRROR-2-INIT: NSP Disk Mirror Init Failure: [chars]\n
```

Explanation The disk mirror subsystem could not be initialized.

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

Error Message

```
%DISKMIRROR-3-PATH: [chars]: [chars]n
```

Explanation Errors have occurred in the path specified in the error message.

Recommended Action Check the identified path, correct the problem and retry the operation.

Error Message

```
%DISKMIRROR-6-PROGRS: Disk Sync in Progress ([chars] to [chars], [dec]%)
```

Explanation Disk mirror synchronization between the specified disks is in progress.

Recommended Action No action is required.

Error Message

```
%DISKMIRROR-3-SRC: source disk: [chars]\n
```

Explanation Errors have occurred on the source disk.

Recommended Action If the source disk is not present in the NSP, reinsert it into the proper PCMCIA slot. Otherwise, check that the file is present and ensure that the disk is not corrupted. If the disk is corrupted, run the Scandisk program on the laptop.

DLC Messages

The following are DLC messages.

Error Message

```
%DLC-3-BADPARAM: Function [chars]: value [hex] passed in parameter [chars]
```

Explanation An internal software error has occurred.

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

Error Message

```
%DLC-3-INVPCEP: Close Station, invalid P_CEP
```

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

```
%DLC-2-NOMEMORY: no memory for [chars]
```

Explanation There was not enough free memory to complete the operation.

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

Error Message

```
%DLC-3-WPUTERR: unknown port type [hex]
```

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.

DLSWC Messages

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

Error Message

```
%DLSWC-3-BADCLSI: [chars] primitive not valid for dlsw [chars] [chars]
```

Explanation A data-link switching system error 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

```
%DLSWC-3-BADCLSICNF: [chars] Invalid confirm [chars] [chars]
```

Explanation A data-link switching system 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

```
%DLSWC-3-BADCLSIIND: [chars] Invalid indication [chars], [chars]
```

Explanation A data-link switching system 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

```
%DLSWC-3-BADCLSIRET: [chars] Invalid ret code ([hex]) [chars], [chars]
```

Explanation A data-link switching system 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

```
%DLSWC-3-BADCLSISAP: [chars] Bad clsi SAP id = [hex] [chars]
```

Explanation A data-link switching system 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

```
%DLSWC-3-BADPEEROP: bad peer op in peer_to_core [dec]
```

Explanation A data-link switching system 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

```
%DLSWC-3-BADSSPHDR: bad ssp hdr in proc ssp - [chars] = [hex]
```

Explanation An SSP header that was received from the remote peer contains errors in one of the fields.

Recommended Action If the remote peer is not a Cisco router, confirm that it supports the DLSw RFC 1795 standard.

Error Message

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

Explanation A data-link switching system 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

```
%DLSWC-3-NODLSW: no dlsw, [chars]
```

Explanation A data-link switching system 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

```
%DLSWC-3-NOPEER: no peer, [chars]
```

Explanation A data-link switching system error has occurred.

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

Error Message

```
%DLSWC-3-RECVSSP: SSP OP = [dec]([chars]) [chars] from [chars]
```

Explanation An SSP frame was received from the remote peer.

Recommended Action No action is required.

Error Message

```
%DLSWC-3-SENDSSP: SSP OP = [dec]([chars]) [chars] to [chars] [chars]
```

Explanation An SSP frame was sent to the remote peer.

Recommended Action No action is required.

DLSWMasterSlave Messages

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

Error Message

```
%DLSWMasterSlave-3-DLSWMS: [chars]
```

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMSCSM: [chars], [chars]
```

Explanation A DLSw master-slave 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

```
%DLSWMasterSlave-3-DLSWMSDLX: [chars] [hex] from [enet]
```

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMSFSM: [chars]: [chars] from [enet]
```

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMSRCV: [chars] from [enet]
```

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMSSAP: [chars]: [chars]
```

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required.

Error Message

```
%DLSWMasterSlave-3-DLSWMSTX: [chars]: [chars] to [enet]
```

Explanation A DLSw master-slave error has occurred.

Recommended Action No action is required. A TCP disconnect has been received. The DLSw peer code has received a disconnect from the underlying TCP subsystem. After the DLSw peer code has received the disconnect request, the DLSw+ subsystem will remove the peer corresponding to the disconnected TCP port.

DLSWP Messages

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

Error Message

```
%DLSWP-3-PBADVALUE: DLSw: [chars]: invalid [chars] [dec]
```

Explanation An invalid parameter value was passed. This error should not cause any network problems unless it happens repeatedly.

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

```
%DLSWP-3-PCAPMISMATCH: DLSw: [chars]: [chars]
```

Explanation The **priority** keyword was used on one router but not on the other. The **priority** keyword is an option on the DLSw remote peer definition.

Recommended Action If you want to use prioritization, use it on both routers.

Error Message

```
%DLSWP-3-PEERFAILURE: [chars] [chars]
```

Explanation A DLSW peer has failed for one or more of the following reasons:

- A DLSw keepalive failure has occurred between Cisco peer devices. By default, Cisco default peer devices send a keepalive message between the peers every 30 seconds. After missing three consecutive keepalive messages, the peer is taken down.
- The DLSw peer device is not configured for promiscuous mode, and a connection was rejected from the peer with the IP address specified in the error message.

– The local DLSw peer device is not configured for promiscuous mode, and a request to open a DLSw peer has been received for which there is no corresponding DLSw remote peer statement on the local device.

Recommended Action If the condition was caused by a DLSw keepalive failure, check the end-to-end connectivity between the DLSw peers. If the condition was caused when the DLSw peer device was not configured for promiscuous mode, correct your configuration. If the condition was caused by a TCP disconnect, check the underlying TCP/IP connectivity between the DLSw+ subsystem peers.

Error Message

```
%DLSWP-5-PEERUPDOWN: [chars] [chars]
```

Explanation A DLSw peer has been either connected or disconnected.

Recommended Action No action is required.

Error Message

```
%DLSWP-3-PGENERAL: [chars]
```

Explanation The system has detected a general error condition. The message text provides more detail about the error. This error does not cause network problems unless it happens repeatedly.

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

Error Message

```
%DLSWP-3-PLFCHANGE: [chars] [dec]; [chars]
```

Explanation The largest frame size configured in the DLSw remote peer definition is being changed because the MTU size configured on the interface, used by DLSw, is less than the configured value of the largest frame on the DLSw remote peer definition. The largest frame size is being changed to the maximum frame size configured on the interface.

Recommended Action If you want to use the largest frame size for DLSw, increase the MTU on the interface to a value larger than the largest frame size configured.

Error Message

```
%DLSWP-3-PNOCOOKIE: DLSw: uninitalized peer [chars] from [IP_address]([dec]) to
[IP_address]([dec])
```

Explanation The DLSw has received a packet on an uninitialized peer connection.

Recommended Action Verify the configuration and the DLSw peer status on both routers.

Error Message

```
%DLSWP-3-PNOMEM: DLSw: No memory to [chars]
```

Explanation The router has run out of system memory for operation. Probably the router image requires more system memory than the router contains.

Recommended Action Consult with your Cisco technical support representative about the memory requirements for the specific image used on the router.

Error Message

```
%DLSWP-3-PPASSIVE: DLSw: passive open failed from [IP_address]([dec]) -> [dec]
```

Explanation The system does not have enough main memory for TCP to allocate the data structures required to accept an incoming TCP connection. Probably the router image requires more system memory than the router contains.

Recommended Action Consult with your Cisco technical support representative about memory requirements for a specific image used on the router.

DM Messages

The following are Diagnostic Monitor (DM) messages.

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

Error Message

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

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

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

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

Error Message

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

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

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

Error Message

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

Explanation An incorrect parameter was passed to the function specified.

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

Error Message

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

Explanation The module with the specified ID is already registered.

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

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

Error Message

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

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

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

Error Message

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

Explanation A DM test on a component timed out.

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

Error Message

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

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying

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

Error Message

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

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

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

Error Message

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

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

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

DMA Messages

The following are messages for the direct memory access (DMA) function on the Channel Interface Processor (CIP) that is responsible for transferring data between the dynamic RAM (DRAM) on the CIP and the memory device facility.

Error Message

```
%DMA-0-BADFIFO: FIFO failure detected during transfer ([dec] [hex])
```

Explanation An error has occurred in one of the FIFO hardware components used in the DMA transfer operation. This failure was detected and has resulted in the dropping of a packet. This problem is an indication of either a very serious software bug or a CIP hardware problem. This error could happen if you are running a version of CIP microcode that is incompatible with the hardware revision of this CIP motherboard.

Recommended Action If you are sure that you are running a supported version of CIP microcode, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support** command, and provide the information to your Cisco technical support representative.

Error Message

```
%DMA-3-BADXFER: Invalid DMA request type ([hex] [dec])
```

Explanation An unsupported DMA request type has been detected.

Recommended Action If you are sure that you are running a supported version of CIP microcode, copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DMA-3-CBUSERR: CBUS error (no ACK neither NACK) [hex]
```

Explanation The DMA controller started a read or write operation and did not receive a response from the CBUS indicating the completion status. This error could be caused by an improperly seated card in the router or by an intermittent hardware problem on the CIP, the SP, the RSP, or the chassis.

Recommended Action If this message occurs repeatedly, first try reseating all the cards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DMA-3-CBUSPARITY: CBUS parity error [hex]
```

Explanation A parity error was detected on the CBUS during a data transfer. This error could be caused by an improperly seated card in the router or by an intermittent hardware problem on the CIP, the SP, the RSP, or the chassis.

Recommended Action If this message occurs repeatedly, first try reseating all the boards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DMA-4-DATAPARITY: DMA Data FPGA parity error [hex]
```

Explanation A parity error was detected during a DMA data transfer. This error could be caused by an improperly seated card in the router or by an intermittent hardware problem on the CIP, the SP, the RSP, or the chassis.

Recommended Action If this message occurs repeatedly, first try reseating all the boards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DMA-1-DRQ_EMPTY_PAK: Empty packet is being sent to backplane. particle_ptr=[hex]
```

Explanation The drq_io has received a packet that has a particle count of zero. A coding error has occurred that will jeopardize system performance.

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

Error Message

```
%DMA-1-DRQ_STALLED: DRQ stalled. Dumping DRQ.
```

Explanation The path from the VIP to the backplane has stalled. The DRQ table is being dumped so that it can be debugged.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, also provide output of the hex dump that follows the error message.

Error Message

```
%DMA-3-DMAFAIL: DMA request failed ([hex])
```

Explanation A failure occurred during an attempted packet transfer.

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

```
%DMA-1-GIANT_CHECK: Giant detected; size [dec]
```

Explanation This error message appears only in custom-built images when a verification check fails. A packet that was too large was sent over the backplane by a VIP.

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

Error Message

```
%DMA-0-INCOMPL: DMA transfer incomplete on interrupt
```

Explanation The DMA controller indicated to the CIP that the current DMA transfer had completed, but the DMA status register showed that the transfer was still in progress. This is a CIP hardware problem, from which the software cannot recover. The CIP has restarted after a fatal error dump. This error could happen if you are running a version of CIP microcode that is incompatible with the hardware revision of this CIP card.

Recommended Action If you are sure that you are running a supported version of CIP microcode, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support** command, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMA-3-LOGICERR: CBUS timeout (10 us) [hex]
```

Explanation The DMA controller tried to start a read or write operation but did not receive a response from the CBUS within 10 microseconds. This error could be caused by an improperly seated card in the router or by an intermittent hardware problem on the CIP, the SP, the RSP, or the chassis.

Recommended Action If this message occurs repeatedly, first try reseating all the cards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMA-1-LOW_DMA_PCI_MEM: Not enough pci memory left over for DMA
```

Explanation A software misconfiguration has caused low PCI memory.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, also provide the output of the **show diag** and **show controller cbus** commands.

Error Message

```
%DMA-1-LOW_DMA_PROC_MEM: Not enough processor memory left over for DMA
```

Explanation A software misconfiguration has caused low PCI memory.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, also provide the output of the **show diag** and **show controller cbus** commands.

Error Message

```
%DMA-0-NOXFER: No transfer pending on DMA interrupt
```

Explanation The DMA controller indicated to the CIP that the current DMA transfer had completed, but there was no record of a transfer in progress. This is an indication of either a very serious software bug or a CIP hardware problem. In either case, this error condition is not recoverable. The CIP has restarted after a fatal error dump. This error could happen if you are running a version of CIP microcode that is incompatible with the hardware revision of this CIP card.

Recommended Action If this message occurs repeatedly, first try reseating all the cards in the router. If this does not fix the problem, copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support** command, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DMA-0-REGISTERS: [hex] [hex] [hex] [hex]
```

Explanation This message follows some of the other DMA related error messages. It provides some context for those error messages.

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

Error Message

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

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

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

DMTDSL Messages

The following are digital/discrete multitone digital subscriber line (DMTDSL) messages.

Error Message

```
%DMTDSL-3-BADINITDSL: DMTDSL([dec]/[dec]),interface not initialized.
```

Explanation The ATM network module hardware may be defective.

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

Error Message

```
%DMTDSL-3-DMTHWBAD: DMTDSL([dec]/[dec]), Hardware failed self test
```

Explanation The DSL chipset has failed its self-test.

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

Error Message

```
%DMTDSL-3-FAILFINDATM: DMTDSL([dec]/[dec]), Could not find ATM interface.
```

Explanation The DSL network module hardware may be defective.

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

Error Message

```
%DMTDSL-1-INITFAIL: DMTDSL([dec]/[dec]), Init failed, [chars]
```

Explanation The ADSL network module hardware might be defective.

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

Error Message

```
%DMTDSL-3-MALLOCFAIL: There is not enough main memory for the new ADSL firmware
images on flash
```

Explanation The router failed to allocate buffer memory of the firmware images on the Flash memory. More DRAM is required for the feature, which allows specific ADSL firmware images on the Flash memory to replace the ADSL firmware images embedded in the Cisco IOS software.

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

Error Message

```
%DMTDSL-3-NOMEM: DMTDSL([dec]/[dec]), Out of memory
```

Explanation The router does not have enough memory installed to run this image.

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

DNET Messages

The following are DECnet messages.

Error Message

```
%DNET-4-DUPENTRY: Duplicate DECnet Accounting List Entry for nodes [dec].[dec] -
[dec].[dec]
```

Explanation A synchronization problem has occurred while a new transit DECnet accounting list entry was being added, and a duplicate entry has been found.

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

Error Message

```
%DNET-3-HEARSELF: Hello type [hex] for my address from [dec].[dec] via [chars]
```

Explanation The system is receiving its own DECnet packets. Either a serial line is looped back or another host with the same DECnet address is already present on the LAN.

Recommended Action Check the serial lines (if present) and the DECnet configuration.

Error Message

```
%DNET-4-MAPCON: Map entry [dec].[dec] conflicts with adjacency to [dec].[dec]
```

Explanation The DECnet configuration is incorrect. A host that is specified as nonlocal is present on the local network.

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

Error Message

```
%DNET-3-NOMEMORY: Insufficient memory for DECnet accounting entry
```

Explanation The traffic information for a particular pair of DECnet nodes cannot be recorded 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.

DNLD Messages

The following are auto-configuration and download messages.

Error Message

```
%DNLD-3-ERROR: [chars]
```

Explanation *Unavailable*.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Enter the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DNLD-4-INFO: [chars]`

Explanation *Unavailable.*

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Enter the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DNLD-4-NOTICE: [chars]`

Explanation *Unavailable.*

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Enter the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

`%DNLD-4-WARNING: [chars]`

Explanation *Unavailable.*

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Enter the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

DNSSERVER Messages

The following are Domain Name Server (DNS) server messages.

Error Message

```
%DNSSERVER-3-BADQUERY: Bad DNS query from [IP_address]
```

Explanation A client has sent an incorrectly formatted DNS query to the server.

Recommended Action Check the DNS server and the network attached to it.

Error Message

```
%DNSSERVER-3-NOINIT: Can't initialize DNS server
```

Explanation Ports cannot be initialized for the DNS server because of internal problems.

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

Error Message

```
%DNSSERVER-3-TCPDNSOVERLOAD: Excessive DNS query overloading: dropping TCP
request from <cli [IP_address]>.
```

Explanation DNS queries are overloading the DNS server. The DNS server is automatically discarding DNS request traffic.

Recommended Action No action is required.

Error Message

```
%DNSSERVER-3-TOOSHORT: DNS query from [IP_address] too short
```

Explanation A client has sent a short DNS query packet to the server.

Recommended Action Check the client and the network attached to it. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DNSSERVER-3-UDPDNSOVERLOAD: Excessive DNS query overloading: dropping <id#
[dec]> from <cli [IP_address]>.
```

Explanation DNS queries are overloading the DNS server. The DNS server is automatically discarding DNS request traffic.

Recommended Action No action is required.

DOS_TRACK Messages

The following are IP source tracker messages.

Error Message

```
%DOS_TRACK-5-CFG: IP Source Tracker configured for [dec] hosts
```

Explanation The IP Source tracker feature is running.

Recommended Action No action is required.

Error Message

```
%DOS_TRACK-4-PROCESS: [chars]
```

Explanation A process that is required by the IP source tracker feature could not be created.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. 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.

DOT1X_MOD Messages

The following are messages encountered in platform dependent code for 802.1x.

Error Message

```
%DOT1X_MOD-3-NULLPTR: Unexpected null pointer in [chars] at [dec]
```

Explanation An internal software error has occurred.

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

DPM Messages

The following are Cisco AS5200 T1 BRIMUX messages.

Error Message

`%DPM-3-BADMAGIC: SMP hasn't initialized the DPRAM.`

Explanation The remote peer has not finished initializing its DPRAM.

Recommended Action Check the software compatibility between the peers.

Error Message

`%DPM-3-BADSMP: SMP hasn't initialized the DPRAM.`

Explanation The remote peer has not finished initializing its DPRAM layout area.

Recommended Action Check the software compatibility between the peers.

Error Message

`%DPM-3-NOIDB: Copernico failed on acquiring DPRAM idb.`

Explanation Internal resources are not sufficient to create the IDB (internal descriptor for the interface).

Recommended Action Check the available memory capacity on the router.

Error Message

`%DPM-3-OOBINIT: Copernico failed on out-of-band sub-system initialization.`

Explanation The DPRAM initialization has failed.

Recommended Action Check the software compatibility between the peers.

DRIP Messages

The following are Duplicate Ring Protocol (DRIP) messages.

Error Message

`%DRIP-6-DRIP_CONFLICT: DRIP conflict with CRF [dec].`

Explanation A DRIP conflict has occurred. The CRF of either the virtual ring or the pseudo ring is being reused in the network.

Recommended Action Ensure that the CRF virtual LAN ID of the virtual ring and the pseudo ring are unique in the network.

Error Message

```
%DRIP-3-DRIPFAIL: DRIP: Assertion failed: [chars]
```

Explanation An internal software error has occurred.

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

DRP Messages

The following are Director Response Protocol (DRP) messages.

Error Message

```
%DRP-3-MULTICOMMAND: multiple DRP commands encountered
```

Explanation Multiple DRP commands were found in a single DRP packet.

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

Error Message

```
%DRP-7-NOROUTE: no route for destination [IP_address]
```

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

```
%DRP-3-NOWRITE: unable to send response to [IP_address]:[dec]
```

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

```
%DRP-3-SUBNETTED: unable to determine metric for [IP_address], [IP_address]
subnetted
```

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.

DRVGRP Messages

The following are interface driver operational messages.

Error Message

```
%DRVGRP-3-CMD: Interface ([chars]): [chars] (cause :[int])
```

Explanation This message provides interface driver initialization errors.

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

DS_MODEM Messages

The following are feature board (FB) modem card messages.

Error Message

```
%DS_MODEM-3-BADCB: Unexpected DSIP data callback for modem
```

Explanation An unexpected software event 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

```
%DS_MODEM-3-BADIFNUMBER: Missing [chars] for if_number [dec] or [dec]
```

Explanation A software structure was found in an unexpected state during run-time.

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

Error Message

```
%DS_MODEM-3-FLOW_CONTROL: DS-RS flow control has got out of sync, connection has
too many particles free. \n slot:[dec] ttynum:[dec] parts_avail:[dec]
```

Explanation The flow control accounting on the DS is out of synchronization.

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

Error Message

```
%DS_MODEM-3-LOW_PARTICLES: Not enough particles - modem number:[dec] particles
needed:[dec] available:[dec]; CTS [chars]
```

Explanation A breakdown of flow control between the RS and the DS has occurred. The RS has sent more particles than are available for this connection.

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

Error Message

```
%DS_MODEM-3-MISMATCH: Request to [chars] call that is already [chars]
```

Explanation A software structure was found in an unexpected state during run-time.

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

Error Message

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

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

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

Error Message

```
%DS_MODEM-3-OUTPUT_DROP: Output drop - modem number:[dec] refunded [dec]; particle
count [dec], pool size [dec], queue size [dec]
```

Explanation The system was unable to allocate particles for sending traffic to the modem module, indicating a breakdown of flow control between the RS and DS.

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

DS_TDM Messages

The following are dial shelf time-division multiplexing (TDM) messages.

Error Message

```
%DS_TDM-3-ASSERT_FAIL: Slot [dec]: Assertion failed: file '[chars]', line [dec]
```

Explanation An internal sanity check 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

```
%DS_TDM-3-ATTACH_ERR: Slot [dec]: tried but failed to set COMBO_SELECT bit on
[chars] FB; cannot attach to backplane
```

Explanation The TDM subsystem could not configure the FB to attach to the backplane in the manner desired. The FB is defective.

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

Error Message

```
%DS_TDM-3-BAD_CONN: Slot [dec]: unrecognized TDM connect message received ([dec])
on [chars] feature board
```

Explanation An unrecognized TDM connect message has been received.

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

Error Message

```
%DS_TDM-3-BAD_DISCONN: Slot [dec]: unrecognized TDM disconnect message received
([dec]) on [chars] feature board
```

Explanation An unrecognized TDM disconnect message has been received.

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

Error Message

```
%DS_TDM-3-BAD_DSIP: Slot [dec]: unrecognized DSIP message received ([dec]) on
[chars] feature board
```

Explanation An unrecognized DSIP message has been received.

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

Error Message

```
%DS_TDM-3-BAD_MAPPING: Slot [dec]: Legacy FB ([chars]), with static port-to-DS0
mapping, was passed dynamic mapping info
```

Explanation A software error has caused dynamic port-to-DS0 mapping information to be passed to a statically mapped FB.

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

Error Message

```
%DS_TDM-3-BAD_S4_POWER_UP: Slot [dec]: [chars] powered-up with one or more
incorrect default settings([chars])
```

Explanation The specified S4 ASIC did not power up with some of the default settings expected by the software. Therefore, the integrity of the TDM data could have been compromised.

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

Error Message

```
%DS_TDM-3-CONN_FAILED: Slot [dec]: handling of sub-msg
([dec]/[int]/[int]/[int]/[int]/[int]) [int] of [int] failed; processing of rest
of DSIP msg aborted
```

Explanation The processing of a submessage encapsulated within a DSIP TDM_CONNECT message has failed. Any remaining submessages with in the DSIP message were not processed.

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

Error Message

```
%DS_TDM-3-CONV_CLOSE: Slot [dec]: open MT8986 (addr: [hex]) connection failed -
STo[dec], CHo[dec]
```

Explanation An attempt to disable a rate-converted connection 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

```
%DS_TDM-3-CONV_OPEN: Slot [dec]: open MT8986 (addr: [hex]) [chars] connection
failed - STi[dec], CHi[dec], STo[dec], CHo[dec]
```

Explanation An attempt to establish a rate-converted connection 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

```
%DS_TDM-3-DISC_FAILED: Slot [dec]: handling of sub-msg
([dec]/[int]/[int]/[int]/[int]/[int]) [int] of [int] failed; processing of rest
of DSIP msg aborted
```

Explanation The processing of a submessage encapsulated within a DSIP TDM_DISCONNECT message has failed. Any remaining submessages within the DSIP message have not been processed.

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

Error Message

```
%DS_TDM-3-DISC_FOR_NO_CONN: Slot [dec]: got disc msg for non-existent conn:
[chars]-st[int]-ts[int]/gts>[int]><[int]</[chars]-st[int]-ts[int]
```

Explanation The FB has received a request to disconnect an unrecognized connection.

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

Error Message

```
%DS_TDM-3-NO_RECOMB_BUS_DS0: Slot [dec]: no free Recombination bus DS0s left;
connection not made
```

Explanation The TDM mezzanine card of the Raiko-based FB does not have any free recombination bus DS0s.

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

Error Message

```
%DS_TDM-3-RECOMB_BUS_TS_BAD_USE: Slot [dec]: convention broken for Mezz's Recomb.
bus t'slots: [chars]-st[int]-ts[int]/gts>[int]><[int]</[chars]-st[int]-ts[int]
```

Explanation The usage convention has been broken for recombination bus time slots. This broken usage convention is a TDM 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

```
%DS_TDM-3-S4_INT: Slot [dec]: [chars] generated interrupt [chars]
```

Explanation The S4 ASIC has generated the specified interrupt message.

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

Error Message

```
%DS_TDM-3-TDM_CLOSE: Slot [dec]: close MT90820 (addr: [hex]) connection failed -
STo[dec], CHo[dec]
```

Explanation An attempt to disable a digitally switched connection 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

```
%DS_TDM-3-TDM_OPEN: Slot [dec]: open MT90820 (addr: [hex]) connection failed -
STi[dec], CHi[dec], STo[dec], CHo[dec]
```

Explanation An attempt to establish a digitally switched connection 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

```
%DS_TDM-3-UNEXPECTED_INT: Slot [dec]: got unexpected interrupt from masked-out
source '[chars]'
```

Explanation Although it has been masked out, an interrupt has been received from the specified source.

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

Error Message

```
%DS_TDM-3-UNSUPPORTED_MEZZ_VER: Slot [dec]: the detected version ([int]) of
Mezzanine card is not supported by this software image
```

Explanation The software does not support the mezzanine card that is currently installed on the Raiko card.

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

Error Message

```
%DS_TDM-3-VERIFY_DISCONN: Slot [dec]: [chars] failed to veryify disconnect: sto =
[dec], ch_out = [dec]
```

Explanation An attempt to verify a TDM hardware component 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

```
%DS_TDM-3-VERIFY_HILOWMEM: Slot [dec]: [chars] failed to veryify himem, or lowmem:
sto = [dec], ch_out = [dec], sti = [dec], ch_in = [dec]
```

Explanation An attempt to verify a TDM hardware component 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

```
%DS_TDM-3-VERIFY_IMS: Slot [dec]: [chars] failed to veryify IMS: [hex]
```

Explanation An attempt to verify a TDM hardware component 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.

DS1337 Messages

The following are DS1337 RTC messages.

Error Message

```
%DS1337-3-RTC_CHIP_NOT_RESPONDING: RTC (real time clock) chip is not responding
```

Explanation The Real Time Clock through the SMBUS timed out. Calendar functions will not be available.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%DS1337-3-RTC_FAILURE: [chars] onboard Real Time Clock DS1337 chip failed
```

Explanation There was a Read or Write failure to the RTC chip, possibly due to high system load.

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

open a case with the Technical Assistance Center via the Internet http://tools.cisco.com/ServiceRequestTool/create, or contact your Cisco technical support representative and provide the representative with the gathered information.

DSA Messages

The following are delayed stop accounting messages.

Error Message

```
%DSA-6-DSA_EVT_QUEUE_FAILED: Cannot create the DSA input queue\n
```

Explanation The system failed to create the DSA process input queue.

Recommended Action Check the size of free memory to ensure there is enough memory.

Error Message

```
%DSA-6-PROCESS_CREATION_FAILED: Cannot create the DSA process\n
```

Explanation The system failed to create the DSA process.

Recommended Action Check the size of free memory to ensure that there is enough memory.

DSC Messages

The following are dial shelf controller (DSC) messages.

Error Message

```
%DSC-4-MANUALBOOT: Setting config-register to 0x0 will prevent the feature boards
from booting when the controller card is rebooted
```

Explanation Setting the configuration register to 0x0 will prevent the feature boards from booting when the controller card is rebooted.

Recommended Action Set the configuration register to 0x2 for autoboot.

DSC_ENV Messages

The following are Cisco AS5800 environment monitor messages.

Error Message

```
%DSC_ENV-2-CRITICAL: Slot [dec], [chars] [int] [chars]
```

Explanation The specified environmental parameters of the card are outside the normal range of operation.

Recommended Action Check the blowers and the ambient room temperature.

Error Message

```
%DSC_ENV-0-CRITICAL_BLOWER: Slot [dec], [chars]
```

Explanation Fans in the blower unit have failed. Operation of the unit may cause cards to overheat and shut down.

Recommended Action Power down the dial shelf to avoid overheating, and replace the faulty fans.

Error Message

```
%DSC_ENV-0-DSC_FB_POWERDOWN: Temperature/Voltage has reached a critical level for
DSC in slot [dec]. No backup DSC available. Powering down all feature boards in
the chassis.
```

Explanation The temperature or voltage sensor has reached a condition outside the acceptable range for the DSC. No backup system is available to control and monitor the feature cards, so all feature cards are being shut down.

Recommended Action Attempt to resolve voltage and temperature problems. If the problem persists, contact your Cisco technical support representative for assistance.

Error Message

```
%DSC_ENV-2-NORMAL: Slot [dec], [chars] [chars] [int] [chars]
```

Explanation The environmental parameters have returned from a state other than normal to a state that is normal.

Recommended Action No action is required.

Error Message

```
%DSC_ENV-0-SHUTDOWN: Slot [dec], [chars] [int] [chars]
```

Explanation The specified environmental parameters of the card are outside the normal range of operation.

Recommended Action Check the blowers and the ambient room temperature.

Error Message

```
%DSC_ENV-1-WARNING: Slot [dec], [chars] [int] [chars]
```

Explanation The specified environmental parameters of the card are outside the normal range of operation.

Recommended Action Check the blowers and the ambient room temperature.

Error Message

```
%DSC_ENV-2-WARNING_BLOWER: Slot [dec], [chars]
```

Explanation A fan in the blower unit has failed. The affected unit can continue to operate, but the failure should be fixed.

Recommended Action Replace the faulty fan.

DSC_REDUNDANCY Messages

The following are Cisco AS5800 dial shelf controller (DSC) redundancy clock messages.

Error Message

```
%DSC_REDUNDANCY-3-MODECONFLICT: Other controller card in split mode
```

Explanation There is another controller card in the chassis. In this situation, both controller cards must be configured in split mode.

Recommended Action Configure the other controller card in split mode.

Error Message

```
%DSC_REDUNDANCY-3-SLOTCONFLICT: Slot ownership conflict detected for slot [dec]
```

Explanation Another controller card in the chassis is claiming ownership of a slot that this controller card is claiming.

Recommended Action Reconfigure one of the controller cards so that it does not own the slot.

Error Message

```
%DSC_REDUNDANCY-3-TDMSPLITCONFLICT: Tdm Split conflict detected,my tdm [dec],
other rs [dec]
```

Explanation Another controller card in the chassis is claiming ownership of backplane time slots that this controller card requires. This conflict is probably due to OIR activity (moving trunk cards from one half of the split to the other).

Recommended Action Reload the controller card whose TDM number is greater than the trunk capacity for the specified controller card. In some cases, it may be necessary to reset both controller cards.

DSCC4 Messages

The following are DSCC4 driver messages.

Error Message

```
%DSCC4-3-ANALYZE_DEVICE_FAILURE: [chars]
```

Explanation A DSCC4 analyze device 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

```
%DSCC4-3-GENERIC: [chars]
```

Explanation A generic error message has been received.

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

Error Message

```
%DSCC4-1-INITFAIL: DSCC4([dec]/[dec]), SCC[dec] init failed
```

Explanation The software has failed to initialize or restart the SCC of a serial interface.

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

Error Message

```
%DSCC4-3-INVALID_CLOCKRATE: DSCC4([dec]/[dec]), invalid clock rate (index [dec])
requested
```

Explanation An internal software error has occurred.

Recommended Action Contact your Cisco technical support representative to obtain a software upgrade. 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

```
%DSCC4-3-NOMEMORY: No memory for [chars] of unit [dec]
```

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

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

Error Message

```
%DSCC4-3-OWNERR: DSCC4([dec]/[dec]), Buffer ownership error, pak=[hex]
```

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

```
%DSCC4-3-TOOBIG: DSCC4([dec]/[dec]), packet (size [dec]) too big
```

Explanation A packet greater than the assigned MTU of the specified serial interface was queued up for transmission.

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

Error Message

```
%DSCC4-3-TOOSMALL: DSCC4([dec]/[dec]), packet (size [dec]) was less than 2 bytes
```

Explanation A small packet (less than 2 bytes) was queued up for transmission. The interface cannot process small packets for transmission.

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

Error Message

```
%DSCC4-3-UNKNOWN_SCCS: DSCC4, Incorrect SCC number
```

Explanation An internal software error has occurred.

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

DSCCLOCK Messages

The following are dial shelf controller (DSC) clock messages.

Error Message

```
%DSCCLOCK-3-DUP_PRI: Duplicate priority ([dec]) clock sources: slot [dec] port
[dec], and slot [dec] port [dec].
```

Explanation Separate clock sources (one on each controller card) that have the same priority have been configured while using the split-shelf mode.

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

Error Message

```
%DSCCLOCK-3-FAIL: The System Primary Clock is down. Moving to HOLDOVER state and
waiting to see if it comes up
```

Explanation This message is generated whenever the current primary clock becomes invalid. The TDM clock circuit goes into a HOLDOVER state, and a holdover timer is started to check whether or not the clock becomes valid within the holdover time.

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

Error Message

```
%DSCCLOCK-3-NOMEMORY: Failed to allocate memory for the controller card clocks
```

Explanation The clock-switching software has failed to allocate memory while adding a clock.

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

Error Message

```
%DSCCLOCK-5-SWITCH1: Clock moving to NORMAL from FREERUN, selected clock is on
slot [dec] port [dec] line [dec]
```

Explanation The primary TDM clock, which has been running off the local oscillator of the controller card in freerun mode, has switched to the line clock coming in via the specified trunk.

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

Error Message

```
%DSCCLOCK-3-SWITCH2: Clock moving to FREERUN from HOLDOVER
```

Explanation The current primary TDM clock has been deleted. Therefore, the system primary has switched to the current highest priority good clock, which is the local oscillator of the controller card. Phase continuity is maintained during the switchover.

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

Error Message

```
%DSCCLOCK-3-SWITCH3: Clock moving to NORMAL from HOLDOVER, selected clock is on
slot [dec] port [dec] line [dec]
```

Explanation The current primary TDM clock has been deleted. Therefore, the system primary has switched to the clock coming in from the trunk specified by the slot or the port, which is the current highest-priority functioning clock. Phase continuity is maintained during the switchover.

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

Error Message

```
%DSCCLOCK-3-SWITCH4: Switching to the user configured clock on slot [dec] port
[dec] line [dec]
```

Explanation The TDM primary clock is switching from a default clock or a lower-priority user-configured clock to a higher-priority user-configured clock that is coming in by way of a trunk. Phase continuity is maintained during the switchover.

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

Error Message

```
%DSCCLOCK-3-SWITCH5: Switching to the clock on slot [dec] port [dec] line [dec]
```

Explanation The primary TDM clock is switching to the clock coming in via the specified trunk. The switch probably occurred after the reload of the controller card and, hence, the feature boards. The phase of the output TDM clock is forced to align with the input reference during the switchover.

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

Error Message

```
%DSCCLOCK-3-SWITCH6: Switching to the clock on slot [dec] port [dec] line [dec]
as the current primary has gone bad
```

Explanation The TDM primary clock has switched to a backup clock that is coming in through the specified trunk because the current primary clock 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

```
%DSCCLOCK-3-SWITCH7: Moving to NORMAL mode from HOLDOVER mode, clock is slot [dec]
port [dec] line [dec]
```

Explanation The primary TDM clock, which is in holdover mode and whose source was a trunk port, has switched to the same trunk port and moved to normal mode with a phase alignment between the input source clock and output TDM reference clock. Most likely, the controller card and, therefore, the feature boards have reloaded.

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

Error Message

```
%DSCCLOCK-3-SWITCH8: Moving to NORMAL mode from HOLDOVER mode without phase
correction, clock is slot [dec] port [dec] line [dec]
```

Explanation The source trunk port of the TDM primary clock, which had failed, has recovered within the holdover timer. Therefore, the primary clock has moved from HOLDOVER to NORMAL state without phase correction between input trunk reference and the output TDM clock.

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

Error Message

```
%DSCCLOCK-3-SWITCH_ERROR1: Failed to select any clock as the system clock.
Remaining in HOLDOVER mode
```

Explanation The clock selection algorithm has failed to select any clock as the TDM primary clock.

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

Error Message

```
%DSCCLOCK-3-UP: The System Primary Clock is up. Moving to NORMAL state from
HOLDOVER
```

Explanation The TDM primary clock, which had failed, has recovered within the holdover time. Therefore, the TDM primary clock switched to NORMAL state from the HOLDOVER 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.

DSCEXTCLK Messages

The following are dial shelf controller (DSC) clock messages.

Error Message

```
%DSCEXTCLK-5-SWITCH1: Clock moving to NORMAL from FREERUN, selected clock is
external clock on the controller card
```

Explanation The primary TDM clock, which has been running off the local oscillator of the controller card in freerun mode, has switched to the external network reference clock that is being fed from the front panel of the controller card.

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

Error Message

```
%DSCEXTCLK-3-SWITCH3: Clock moving to NORMAL from HOLDOVER, selected clock is
external clock on the controller card
```

Explanation The current primary TDM clock has been deleted. Therefore, the system primary has switched to the clock coming in via the external network reference clock on the front panel of the controller card, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

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

Error Message

```
%DSCEXTCLK-3-SWITCH4: Switching to the user configured external clock on the
controller card
```

Explanation The TDM primary clock is switching from a default clock or a lower-priority user-configured clock to the higher-priority user-configured clock coming in by way of the DSC front panel clock feed. Phase continuity is maintained during the switchover.

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

Error Message

```
%DSCEXTCLK-3-SWITCH5: Switching to the external clock on the controller card
```

Explanation The primary TDM clock is switching to the clock coming in via the front panel of the controller card. Most likely the switch occurred after the reload of the controller card and, therefore, the feature boards. The phase of the output TDM clock is forced to align with the input reference during the switchover.

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

Error Message

```
%DSCEXTCLK-3-SWITCH6: Switching to the external clock on the controller card as
the current primary has gone bad
```

Explanation The current primary clock has failed. The primary TDM clock has switched to a backup clock coming in via the front panel of the external clock feed of the controller card.

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

Error Message

```
%DSCEXTCLK-3-SWITCH7: Moving to NORMAL mode from HOLDOVER mode, selected external
clock on the controller card
```

Explanation The primary TDM clock, which is in holdover mode and whose source was the front panel clock of the controller card, has switched to the same clock and moved to normal mode.

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

Error Message

```
%DSCEXTCLK-3-SWITCH8: Moving to NORMAL mode from HOLDOVER mode without phase
correction, selected external clock on the controller card
```

Explanation The failed controller card front panel clock, which is the source of the current TDM primary clock, has started to work before the holdover timer expired. The primary clock has moved from holdover to normal state without phase correction between the input reference and the output TDM clock.

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

DSCREDCLK Messages

The following are dial shelf controller (DSC) redundancy clock messages.

Error Message

```
%DSCREDCLK-2-BACTFAIL: Clock on other DSC has failed - immediate clock takeover
```

Explanation The backup DSC clock has detected a failure on the other DSC clock hardware and will become the active clock manager.

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

Error Message

```
%DSCREDCLK-2-BACTGONE: Removal of other DSC detected - immediate clock takeover
```

Explanation The DSC clock has detected the removal of the other DSC clock hardware and will become the active clock manager.

Recommended Action Reinstall a DSC clock in the other DSC slot to replace the removed DSC hardware. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%DSCREDCLK-3-BACTIOSF: Other DSC IOS keepalive failure - clock takeover
```

Explanation The other DSC has failed to respond to keepalives sent to the current DSC. Therefore, the current DSC will become the active clock manager.

Recommended Action Recover or replace the failed DSC to provide a backup DSC.

Error Message

```
%DSCREDCLK-2-BCLKCMDFAIL: Clock command hardware failed
```

Explanation A clock hardware command 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

```
%DSCREDCLK-5-BNORMAL: Backup clock moving to NORMAL to phase lock to active clock
```

Explanation The backup DSC has detected a change to the clock.

Recommended Action No action is required.

Error Message

```
%DSCREDCLK-5-BSWITCHE: Backup clock matched to active clock reference, external
clock on DSC
```

Explanation The backup DSC has detected a change in the selected clock reference on the active DSC and has changed its own clock hardware to match the new selection. The selected clock reference is now supplied from the DSC front panel external clock.

Recommended Action No action is required.

Error Message

```
%DSCREDCLK-5-BSWITCHT: Backup clock matched to active clock reference, slot [dec]
line [dec]
```

Explanation The backup DSC has detected a change in the selected clock reference on the active DSC and has changed its own clock hardware to match the new selection. The selected clock reference is now supplied from the specified trunk line.

Recommended Action No action is required.

Error Message

```
%DSCREDCLK-3-BTAKEDELAY: Active DSC requests backup to takeover clock - delaying
for sync
```

Explanation The other DSC has requested that the current DSC take over active clock management, but the current DSC is waiting for clock hardware synchronization before doing so to avoid call loss.

Recommended Action No action is required.

Error Message

```
%DSCREDCLK-3-BTAKEOVER: Active DSC requests backup to takeover clock - done
```

Explanation The other DSC has requested that the current DSC take over active clock management, and the current DSC has become the active clock manager.

Recommended Action No action is required.