

# DSI Messages

The following are Cisco AS5800 dial-shelf interconnect (DSI) board messages.

## Error Message

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

**Explanation** An internal software error has occurred. The software detected an invalid state change for the MBus agent of 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

```
%DSI-3-AGENTSTSCHNG: From [chars] ([dec]) to [chars] ([dec]) for slot [dec]
```

**Explanation** The software has detected an MBus agent state change for the specified slot.

**Recommended Action** No action is required.

## Error Message

```
%DSI-3-ALTTRUNK: The card in slot [dec] does not match the chassis' trunk type. The system can only either be a T1 or E1 system
```

**Explanation** The newly inserted card does not have the same trunk type as the other cards currently running on the system. T1 and E1 cards cannot reside in the same system.

**Recommended Action** Ensure that either E1 trunk cards or T1 trunk cards exist exclusively in the system.

## Error Message

```
%DSI-2-BADPORT: Out of range PCI port [dec]
```

**Explanation** An internal software error has occurred. The software specified an out-of-range port on the dial shelf interconnect board.

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

**Error Message**

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

**Explanation** An internal software error has occurred. The software has generated an unknown event for 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**

%DSI-3-EXCEED1: Cannot have more than two 24E1 cards per RSC. Powering down card in slot [dec]

**Explanation** More than two 24E1 cards have been installed under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

**Recommended Action** If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

**Error Message**

%DSI-3-EXCEEDSTM1: Cannot have more than one STM1 cards per RSC. Powering down card in slot [dec]

**Explanation** More than one STM1 card has been installed under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

**Recommended Action** If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

**Error Message**

%DSI-3-EXCEEDSTM1E1: Cannot have more than one STM1 or two 24E1 cards per RSC. Powering down card in slot [dec]

**Explanation** More than one STM1 or two 24E1 cards have been installed under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

**Recommended Action** If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

**Error Message**

%DSI-3-EXCEEDT3: Cannot have more than two CT3 cards per RSC. Powering down card in slot [dec]

**Explanation** More than two CT3 cards have been inserted under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

**Recommended Action** If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

**Error Message**

%DSI-3-EXCEEDT3: Cannot have more than two CT3 cards per RSC. Powering down card in slot [dec]

**Explanation** More than two CT3 cards have been inserted under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

**Recommended Action** If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

**Error Message**

%DSI-3-EXCEEDT3T1: Cannot have more than two CT3 or two 24T1 cards per RSC. Powering down card in slot [dec]

**Explanation** More than two CT3 or two 24T1 cards have been inserted under the same RSC. If the system is a split-shelf system, this applies to each split. Recommended limits for ingress trunks have been exceeded. The card in the slot specified in the message has been powered down.

**Recommended Action** If more trunks are required in the chassis, install another RSC card and try configuring the system as a split-shelf system.

**Error Message**

%DSI-3-EXCESSFB: The card in slot [dec] is powered off. There are too many [chars] cards in the chassis. The maximum number of [chars] cards allowed is [dec]

**Explanation** There are too many cards of the same type in the chassis. The card that caused this error message has been powered off to avoid system overload.

**Recommended Action** Remove the excess card.

**Error Message**

%DSI-3-MIXE1T1: Cannot have E1 and T1/T3 trunk cards in the same chassis. Powering down card in slot [dec]

**Explanation** Both an E1 and a T1 or T3 trunk card have been inserted in the same chassis. If the system is a split-shelf system, both splits must have conforming card types.

**Recommended Action** Ensure that either E1 trunk cards or T1 or T3 trunk cards exist exclusively per chassis. If it is required to switch from one trunk card to the other, first remove all trunk cards (E1, T1 or T3) in the entire chassis and insert cards of the new type in the chassis.

**Error Message**

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

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

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

%DSI-3-SLOTSTSCHNG: From [chars] ([dec]) to [chars] ([dec]) for slot [dec]

**Explanation** The software has detected a state change for the specified slot.

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

## DSIP Messages

The following are distributed system interconnect protocol messages.

**Error Message**

%DSIP-3-BADINIT: Uninitialized or partially initialized DSIP client, client = [hex], client name = [chars]

**Explanation** A DSIP client data structure has uninitialized fields.

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

**Error Message**

%DSIP-3-CLIENT\_ADD\_FAIL: Adding client [dec] after DSIP has started.

**Explanation** An internal error occurred while a client was being added to the Distributed System Interconnect Protocol. An attempt has been made to add a client to the protocol after the protocol has started.

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

**Error Message**

%DSIP-3-CLIENT\_VERSION\_MISMATCH: Some clients on this feature board are running versions which are incompatible with RS. Not initializing any DSIP clients. You can find the incompatible clients by executing the show dsip version command

**Explanation** There is a mismatch in versions between the clients on the feature board and the router shelf. A possible cause for this condition might be different Cisco IOS software images on the router shelf and the dial shelf.

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

**Error Message**

%DSIP-3-CLIVERSDBASE\_MALLOC\_FAILURE: Failed to get memory for the DSIP clients version database

**Explanation** A low-memory condition has occurred. This condition might be caused by a software error or by system memory that requires upgrading.

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

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

#### Error Message

```
%DSIP-3-ERROR: [chars] error for client [chars]
```

**Explanation** The specified DSIP client has reported an error.

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

```
%DSIP-3-GET_INTRAPI_BUF_FAILURE: Failed to get interrupt api buffers
```

**Explanation** An internal error has occurred in the Nitro interconnect protocol stack. Interrupt API buffers cannot be obtained because the queue has exhausted its buffers.

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

#### Error Message

```
%DSIP-3-GETPAK: Failed to get packet buffer
```

**Explanation** A packet buffer could not be obtained to allow communication between the router and the feature boards. This condition may be due to a low-memory condition and might be a transient condition.

**Recommended Action** If the system recovers, no action is required. Otherwise, reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message**

%DSIP-3-GET\_VERSBUF\_FAILURE: Failed to get version buffers

**Explanation** An internal error has occurred in the Nitro interconnect protocol stack. This condition is due to a failure to get version buffers because the queue has exhausted its buffers.

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

**Error Message**

%DSIP-3-INCOMPATIBLE\_CLIENT: Incompatible client [chars] on DS slot [dec] with major version [dec] and minor version [dec]. Shutting down all the DSIP clients on this slot

**Explanation** The DSIP has detected incompatible clients. This condition might be caused by a mismatch in the major and minor numbers of the client.

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

**Error Message**

%DSIP-3-INTRAPI\_BUF\_MALLOC\_FAILURE: Failed to get memory for the DSIP interrupt api buffers

**Explanation** A low-memory condition has occurred. This condition might be due to a software error or system memory that requires upgrading.

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

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

#### Error Message

```
%DSIP-3-IPC_CLIENT: IPC subsystem API error([chars]), [chars], [dec]
```

**Explanation** A client has encountered a problem with the Nitro interconnect protocol reliable stack. The exact problem can be decoded further by the parameters of the message, as follows:

- The first parameter of the message is the IPC error message itself.
- The second parameter of the message is the action that was being performed when the error was encountered.
- This third parameter contains the client ID.

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

#### Error Message

```
%DSIP-3-IPC_PORT: IPC subsystem API error([chars]), [chars], [chars]
```

**Explanation** The NIP has encountered a problem with the port specified in the error message. The exact problem can be decoded further by the IPC error message (first parameter), the action involved (second parameter), and the port name (third parameter).

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

#### Error Message

```
%DSIP-3-IPC_SEAT: IPC subsystem API error, can not create seat by  
the seatid [dec] for the slot [dec]
```

**Explanation** The NIP reliable stack has failed to create a seat for 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**

%DSIP-6-NIP\_SEND\_BUF: DSIP send data failed, slot [dec] nip client id [dec]

**Explanation** A failure occurred while a communication packet was being sent from the router to the feature board in the slot specified in the message. This situation might be a transient condition.

**Recommended Action** No action is required.

**Error Message**

%DSIP-3-NO\_COMMS\_PROC: Failed to create a process to initiate DSIP communications with the RSC

**Explanation** The DSIP is not functioning because it failed to create the process that initiates DSIP communications with the RSC.

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

**Error Message**

%DSIP-3-NO\_COMMS\_UP\_EVENTS: Exceeded the maximum number of comms up messages in use ([dec])

**Explanation** The number of communications-up messages (`comms_up`) in use has exceeded the allowed limit, causing the DSIP to function erratically. After some events are put in the queue, the system should recover.

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

**Error Message**

```
%DSIP-3-NO_COMMS_UP_PROC: Failed to create a process to inform clients that comms are up
```

**Explanation** The DSIP is not functioning because it failed to create the process that informs clients that communications are up.

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

**Error Message**

```
%DSIP-3-NO_COMMS_UP_Q: Failed to create a the queue for informing clients that comms are up
```

**Explanation** The DSIP is not functioning because it failed to create the process and queue that inform clients when communications are up.

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

**Error Message**

```
%DSIP-3-NO_DSIP_OUTPUT_ENCAPS: Unable to queue DSIP output for slot [dec] client [dec]
```

**Explanation** The output buffer lacks encapsulation space, causing the DSIP output to hold for this client and slot. Because of the lack of space, the output cannot be queued for later delivery.

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

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

#### Error Message

```
%DSIP-3-NO_IPC_TO_DSIP_DEQ_PROC: Failed to create a process to dequeue elements from the IPC-to-DSIP queue
```

**Explanation** The DSIP is not functioning because it failed to create the process that dequeues the IPC-to-DSIP messages and passes each message on to the destination client.

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

#### Error Message

```
%DSIP-3-NO_IPC_TO_DSIP_Q: Failed to create a watched queue to store the IPC-to-DSIP data
```

**Explanation** The DSIP is not functioning because it failed to create a watched queue for storing DSIP data delivered by way of IPC.

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

#### Error Message

```
%DSIP-3-NO_MAJOR_VERSION: Client addition to DSIP has failed, [chars], [dec]
```

**Explanation** An internal error occurred while a client was being added to the distributed system interconnect protocol. A minor version of the client was specified, and the major version was not specified.

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

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

#### Error Message

```
%DSIP-4-PING_TEST_REPLY_ERROR: Cannot send a ping test reply message from DSIP slave client [[chars]] to DSIP master.
```

**Explanation** The DSIP client failed to send a ping test reply message to the DSIP active.

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

#### Error Message

```
%DSIP-3-PRIVPOOL: Failed to create DSIP private buffer pool
```

**Explanation** An internal error has occurred in the Nitro interconnect protocol stack. A buffer pool could not be created.

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

**Error Message**

%DSIP-3-RANGE: DSIP parameter range error, [chars], [dec]

**Explanation** An internal error has occurred in the distributed system interconnect protocol module. This condition is caused by an invalid range parameter specification while the module was when communicating with the feature board in the slot specified in the message. This situation is a transient condition.

**Recommended Action** No action is required.

**Error Message**

%DSIP-3-TXCONTEXT: ([chars]), slot [dec], client [dec]

**Explanation** An internal error has occurred in the Nitro interconnect protocol stack. A free transmit context block could not be obtained. This is a transient condition.

**Recommended Action** No action is required.

**Error Message**

%DSIP-3-TXCONTEXT\_ACTIVE\_USE: Waiting for the active transmit contexts to become inactive

**Explanation** There are active transmit contexts in use. This message will be displayed until all contexts are no longer being used and the cleanup operation is ready to begin.

**Recommended Action** This message occurs during normal system operation. No action is required.

**Error Message**

%DSIP-3-VERSBUF\_MALLOC\_FAILURE: Failed to get memory for the DSIP version buffers

**Explanation** A low-memory condition has occurred. This condition might be due to a software error or system memory that requires upgrading.

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

**Error Message**

```
%DSIP-3-VERSDBASE_MALLOC_FAILURE: Failed to get memory for the DSIP version database
```

**Explanation** A low-memory condition has occurred. This condition might be due to a software error or system memory that requires upgrading.

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

## DSIP\_IOSDIAG Messages

The following are DSIP diagnostic test messages.

**Error Message**

```
%DSIP_IOSDIAG-3-PING_TEST_INTERNAL_ERROR: DSIP ping test internal error: [chars].
```

**Explanation** The DSIP client ping test has failed because of an internal software error. The most likely software errors are:

- The internal process cannot queue the DSIP client response.
- The internal process cannot allocate queue elements for the DSIP to send the client ping test response.
- The internal process cannot create the watched queue.
- The internal process cannot create a process to service ping responses. The DM cannot detect any DSIP-related errors until this condition has been corrected.

**Recommended Action** If the test does not recover within the next few scheduled tests, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DSIP\_IOSDIAG-3-PING\_TEST\_NO\_RESPONSE: DSIP master on the RSC failed to receive ping test response from slave client [chars] in FB slot [dec].

**Explanation** The active DSIP on the RSC failed to receive a ping test response from the specified client on the feature board in the specified slot. The feature board cannot communicate with the RSC.

**Recommended Action** If the test does not recover itself within the next few scheduled tests, reload the feature board reported in the error to reestablish the communication with the RSC. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message**

%DSIP\_IOSDIAG-3-PING\_TEST\_OK: DSIP slave client [chars] in FB slot [dec] is pinged.

**Explanation** An error condition that was detected during the DSIP ping test has cleared. The active DSIP on the RSC has now successfully received a ping test response from the specified DSIP client on the feature board. The RSC and feature board are now communicating normally.

**Recommended Action** No action is required.

**Error Message**

%DSIP\_IOSDIAG-3-PING\_TEST\_SEND\_ERROR: DSIP master on the RSC failed to send a ping to slave client [chars] in FB slot [dec].

**Explanation** The active DSIP client on the RSC failed to send a ping test message to the specified standby DSIP client on the feature board in the specified slot. The RSC can no longer communicate with the feature board.

**Recommended Action** If the test does not recover within the next few scheduled tests, reload the feature board reported in the error to reestablish the communication with the RSC. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DSIPPF Messages

The following are Nitro Interconnect Protocol messages.

### Error Message

```
%DSIPPF-5-COMMS_STATUS: DSIP/IPC communications to slot [dec] are [chars].
```

**Explanation** Full DSIP and IPC communications to this slot have gone up or down.

**Recommended Action** No action is required.

### Error Message

```
%DSIPPF-3-DSIP_SEND_FAILURE: Failed to send DSIP message - number of failures [dec]
```

**Explanation** The NIP encountered an error when it sent a message, and the message has been discarded after three unsuccessful resends.

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

### Error Message

```
%DSIPPF-4-SWITCHOVER: Reloading slot [dec], DSIP/IPC communications failed to come up within [dec] secs.
```

**Explanation** The system is reloading the FB in this slot because the DSIP and IPC communications did not come up within the specified number of seconds after a switchover.

**Recommended Action** No action is required.

## DSL SAR Messages

The following are digital subscriber line (DSL) segmentation and reassembly (SAR) messages.

### Error Message

```
%DSL SAR-1-DOWNGRADEDBW: PCR and SCR for VCD [dec] ([dec]/[dec]) has been reduced to [dec]k [dec]k due to insufficient upstream bandwidth
```

**Explanation** The DSL line has insufficient upstream bandwidth to support the guaranteed bandwidth that has been configured for the virtual circuits.

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

**Error Message**

%DSLSAR-1-DOWNGRADEDVC: Quality of Service (QoS) for VCD [dec] ([dec]/[dec]) has been downgraded to a UBR QoS due to insufficient upstream bandwidth

**Explanation** The DSL line may have trained at a lower than provisioned upstream speed.

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

**Error Message**

%DSLSAR-3-FAILSETUPVC: Interface [chars], Failed to setup vc [dec] (Cause: [chars])

**Explanation** The ATM network module hardware might have 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**

%DSLSAR-3-FAILTEARDOWNVC: Interface [chars], Failed to down vc [dec] (Cause: [chars])

**Explanation** The ATM network module hardware might have 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**

%DSLSAR-3-FIRMWARE\_DOWNLOAD\_FAILURE: DSLSAR FPGA download fails. failure counts = [char].

**Explanation** The FPGA load might have 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**

%DSLSAR-3-FIRMWARE\_VERSION\_CHECK\_FAILURE: Failed DSLSAR version check; expected [hex]; got [hex] at location [hex]

**Explanation** The FPGA load might have 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**

```
%DSLSAR-1-INITFAIL: DSLSAR([dec]/[dec]), Init failed, CSR[dec]=[hex].
```

**Explanation** The ATM25 network module hardware might have 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**

```
%DSLSAR-1-NO_LED_BLINK: Failed to create LED blink process
```

**Explanation** The system has failed to create the LED blink process.

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

**Error Message**

```
%DSLSAR-1-NO_SCC_CLK_ERR: [chars]: Interface is DOWN because the sum of the clock rate values for both the WICs in slots 0 and 1 exceeded maximum capacity. Please configure clock rates using clock rate command in interface mode such that the sum of clock rate on both the WICs does not exceed [dec] bps. For a DSL wic, please include aal5 and aal2 clock rate values while calculating the total.
```

**Explanation** An adjacent interface might be using more of the clock function than what is currently configured.

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

**Error Message**

```
%DSLSAR-1-OUT_OF_RANGE_UPSTREAM_BW: Out of range upstream bandwidth ([dec] Kbps) reported by the PHY; assuming upstream bandwidth of [dec] Kbps.
```

**Explanation** The upstream line bandwidth is beyond the legal range, which is 32 kbps to 25,600 kbps.

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

**Error Message**

```
%DLSAR-1-SCC_ERR: Interface [chars]: SCC Error: [chars]
```

**Explanation** Either an SCC underrun or overrun has occurred.

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

**Error Message**

```
%DLSAR-3-UNSUPPORTED: Interface [chars], [chars] not supported
```

**Explanation** The ATM network module hardware might have 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**

```
%DLSAR-1-UNSUPPORTED_1750_ADSL_CONFIG: Slot [dec] supports ADSL WAN interface card on slot 1 only
```

**Explanation** On the Cisco 1750, the ADSL WIC is supported only on slot 1 due to thermal constraints.

**Recommended Action** Install the ADSL WIC on slot 1.

**Error Message**

```
%DLSAR-1-UNSUPPORTED_ADSL_CONFIG: Slot [dec] supports only one ADSL WAN Interface card\n The ADSL WIC in card_num [dec] is currently working
```

**Explanation** On the Cisco 1720, only one ADSL WIC is supported due to thermal constraints.

**Recommended Action** Remove one of the ADSL cards.

# DSM Messages

The following are DSP Stream Manager messages.

## Error Message

```
%DSM-3-DSPALARM: channel [chars], DSP ID [hex]: status=[hex] message=[hex]  
text=[chars]
```

**Explanation** The DSP has reported a fatal error. All sessions on the DSP were dropped, and a DSP reload was attempted.

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

## Error Message

```
%DSM-3-DSP_TIMEOUT: DSP timeout on channel [chars], event [hex]: DSP ID=[hex]:  
[chars]
```

**Explanation** A timeout occurred while the system was waiting for a DSP response.

**Recommended Action** The DSP has been automatically reset. If this 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

```
%DSM-3-INTERNAL: Internal Error : [chars]
```

**Explanation** An internal DSM 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

```
%DSM-3-MSGSNDFAIL: channel:[chars] DSP ID:[hex] Message ID:[hex]
```

**Explanation** A message could not be sent to the DSP. The session continued but may have experienced problems.

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

**Error Message**

%DSM-3-NOEVENT: no free event structure available from [chars] for DSM message

**Explanation** There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

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

**Error Message**

%DSM-6-SESSION\_DATABASE\_FAILED: Cannot create DSM session database\n

**Explanation** The DSM session failed to be created.

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

## DSMP Messages

The following are DSP Stream Manager messages.

**Error Message**

%DSMP-3-DSPALARM: channel [chars], DSP ID [hex]: status=[hex] message=[hex]  
text=[chars]

**Explanation** The DSP has reported a fatal error. All sessions on the DSP were dropped and a DSP reload was attempted.

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

**Error Message**

%DSMP-3-DSP\_TIMEOUT: DSP timeout on channel [chars], event [hex]: DSP ID=[hex]:  
[chars]

**Explanation** A DSP response was not received before the timeout period expired. The DSP has been automatically reset.

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

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

#### Error Message

```
%DSMP-3-INTERNAL: Internal Error : [chars]
```

**Explanation** An internal error involving DSMP has occurred.

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

#### Error Message

```
%DSMP-3-INVALID_EVENT: Unhandled event: current state:[chars] event:[chars]
```

**Explanation** An event could not be processed by the DSMP gateway state machine configuration.

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

#### Error Message

```
%DSMP-3-MSGSNDFAIL: channel:[chars] DSP ID:[hex] Message ID:[hex]
```

**Explanation** A message could not be sent to the DSP. The session will continue, but there may be problems.

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

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

#### Error Message

%DSMP-3-NOEVENT: no free event structure available from [chars] for DSMP message

**Explanation** No event structures were remaining in the system pools to alert the router to a voice or signaling 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](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

%DSMP-3-PRG\_ERROR: Programming Error : [chars]

**Explanation** A programming error has occurred in the DSMP subsystem.

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

#### Error Message

%DSMP-6-SESSION\_DATABASE\_FAILED: Cannot create DSMP session database\n

**Explanation** A DSMP session could not be created.

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

**Error Message**

%DSMP-3-SUBSYS\_UNINITIALIZED: Internal Error : [chars]

**Explanation** The DSMP subsystem could not be initialized.

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

## DSP\_CONN Messages

The following are messages related to TDM Connections in the system.

**Error Message**

%DSP\_CONN-3-INVALID\_CONNECTION\_TYPE: Invalid connection type [dec]

**Explanation** The connection type is invalid. It is neither a TDM-to-DSP-or-HWECAN connection nor a HWECAN-to-DSP connection.

**Recommended Action** No action is required.

**Error Message**

%DSP\_CONN-3-NO\_BACKPLANE: Setup of a DSP connection from slot [dec] to slot [dec] not possible

**Explanation** There cannot be a DSP connection between the specified slots because there is no TDM backplane support on the system.

**Recommended Action** Install the required hardware on the system.

**Error Message**

%DSP\_CONN-3-SETUP: Setup of a DSP connection [dec]/[dec] to [dec]/[dec] in slot [dec] failed

**Explanation** During a DSP connection setup process, an invalid source, destination stream, or channel pair has been passed.

**Recommended Action** Check the connection parameters. Perform the DSP connection setup and teardown process again. If this error message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

# DSPDD Messages

The following are Digital Signal Processor Device Driver (DSPDD) messages.

## Error Message

```
%DSPDD-1-DSPFWFAILURE: DSPDD internal firmware error[[chars]:[dec]
```

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

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

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

```
%DSPDD-1-NOBUFFERS: IOS buffer pool unavailable [[chars]:[dec]]
```

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

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

## Error Message

```
%DSPDD-1-NOIOSBUFFERS: IOS buffer pool unavailable [[chars]:[dec]]
```

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

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

**Error Message**

%DSPDD-1-NOIOSMEMORY: IOS memory unavailable [[chars]:[dec]]

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

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

**Error Message**

%DSPDD-1-NOMEMORY: IOS memory unavailable [[chars]:[dec]]

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

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

# DSPDUMP Messages

The following are Digital Signal Processor crash dump facility messages.

**Error Message**

%DSPDUMP-5-DUMPSTART: DSP [dec] in slot [dec] starting dump

**Explanation** The DSP resource is beginning a crash dump collection.

**Recommended Action** No action is required.

**Error Message**

%DSPDUMP-5-RX\_CONTROL\_DROP: DSP [dec] in slot [dec] Rx Control Message Dropped by DSP

**Explanation** The DSP reports that a Rx control message has been dropped.

**Recommended Action** No action is required.

**Error Message**

%DSPDUMP-5-TX\_CONTROL\_DROP: DSP [dec] in slot [dec] Tx Control Message Dropped by DSP

**Explanation** The DSP reports that a Tx control message has been dropped.

**Recommended Action** No action is required.

# DSPFARM Messages

The following are DSP resource management messages.

## Error Message

%DSPFARM-3-ERROR: Errors on DSPFARM module [chars]

**Explanation** Errors have occurred on the DSPFARM module.

**Recommended Action** Enter the **show dspfarm all** command to determine the nature of the problem and, if possible, attempt to fix it. If you cannot determine the nature of the error from the error message text or from the command output, copy the error message exactly as it appears on the console or in the system log. contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

%DSPFARM-4-INFO: Info on DSPFARM module [chars]

**Explanation** This indicates an informational message occurring on the DSPFARM module.

**Recommended Action** Enter the **show dspfarm all** command to determine the nature of the problem and, if possible, attempt to fix it. If you cannot determine the nature of the error from the error message text or from the command output, copy the error message exactly as it appears on the console or in the system log. contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

%DSPFARM-4-NOTICE: Failure on DSPFARM module [chars]

**Explanation** A failure has occurred on the DSPFARM module.

**Recommended Action** Enter the **show dspfarm all** command to determine the nature of the problem and, if possible, attempt to fix it. If you cannot determine the nature of the error from the error message text or from the command output, copy the error message exactly as it appears on the console or in the system log. contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

%DSPFARM-4-WARNING: Warning on DSPFARM module [chars]

**Explanation** This message indicates a warning-level message on the DSPFARM module.

**Recommended Action** Enter the **show dspfarm all** command to determine the nature of the problem and, if possible, attempt to fix it. If you cannot determine the nature of the error from the error message text or from the command output, copy the error message exactly as it appears on the console or in the system log. contact your Cisco technical support representative and provide the representative with the gathered information.

# DSPRM Messages

The following are DSP Resource Manager messages.

## Error Message

```
%DSPRM-3-DSPALARM: Received alarm indication from dsp ([dec]/[dec]). Resetting the DSP.
```

**Explanation** Fatal error detected in DSP.

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

## Error Message

```
%DSPRM-3-DSPALARMINFO: [chars]
```

**Explanation** DSP Alarm Data.

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

## Error Message

```
%DSPRM-5-DSPFAIL: DSP [dec] in slot [chars], is in the failed state
```

**Explanation** The DSP entered the FAILED state because of alarm indications.

**Recommended Action** Replace the DSP resource.

**Error Message**

%DSPRM-5-DSPMSGFAIL: Failed to get dsprm msg for msg id [chars]

**Explanation** A DSPRM control message could not be obtained.

**Recommended Action** No action is required.

**Error Message**

%DSPRM-3-INSUFFICIENT: Insufficient DSP resources for timeslot [dec] on port [chars]

**Explanation** The configuration requires more DSP resources than are available.

**Recommended Action** Change the configuration to specify fewer used time slots. Install additional DSP resources to allow for more complex configurations.

**Error Message**

%DSPRM-5-JUKEBOX: Jukebox transmit overlay resp [dec] on slot [chars], failed

**Explanation** The jukebox received a FAILED response code.

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

**Error Message**

%DSPRM-5-JUKEBOX\_UPDOWN: DSP Jukebox([dec]) in slot [chars], changed state to [chars]

**Explanation** The DSP jukebox has changed state.

**Recommended Action** No action is required.

**Error Message**

%DSPRM-5-KEEPALIVE: DSP [dec] in slot [chars], NOT RESPONDING - auto restart([dec] times)

**Explanation** The DSP has failed the background keepalive test.

**Recommended Action** No action is required.

**Error Message**

%DSPRM-5-SETCODEC: Configured codec [dec] is not supported with this dsp image.

**Explanation** Codec negotiation 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**

%DSPRM-5-UPDOWN: DSP [dec] in slot [dec], changed state to [chars]

**Explanation** The DSP resource has changed state.

**Recommended Action** No action is required.

## DSPU Messages

The following are downstream physical unit (DSPU) messages.

**Error Message**

%DSPU-3-ActpuNegResponse: ACTPU Neg rsp received from PU [chars]

**Explanation** The remote PU has rejected the request from the router for an SSCP-PU session.

**Recommended Action** Verify the PU configuration parameters at the router and at the remote PU. Determine whether the problem exists at the remote PU, and if so, correct 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**

%DSPU-3-CLSIBadAdptCorr: CLSI bad Adaptor correlator, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIBadIdentifier: CLSI bad identifier, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIBadIdentifierType: CLSI bad identifier type, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIBadLength: CLSI bad length, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIBadPrimitiveCmd: CLSI bad primitive command, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIBadPrimitiveType: CLSI bad primitive type, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIBadReturnCode: CLSI bad return code: [dec], header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIUnexpctActSapCnf: CLSI unexpected ActivateSapCnf, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIUnexpctDeactSapCnf: CLSI unexpected DeactivateSapCnf, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIUnexpctEnableCnf: CLSI unexpected EnableCnf, header= [chars]

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

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

**Error Message**

%DSPU-3-CLSIUnexpctIdStnInd: CLSI unexpected IdStnInd, header= [chars]

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

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

**Error Message**

%DSPU-3-DSPU\_BufferCorrupted: DSPU could not free buffer - buffer corrupted

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

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

**Error Message**

%DSPU-3-LSConnInFailed: Connect in from remote address [chars] failed.

**Explanation** A connection with the remote station could not be established.

**Recommended Action** Verify the configuration parameters at the router and at the remote station. Determine whether the router is configured to accept connections from this remote station.

**Error Message**

%DSPU-3-LSConnInFailedNoMem: Connect in from remote address [chars] failed; insufficient memory.

**Explanation** A connection with the remote station could not be established because of insufficient memory in the router.

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

**Error Message**

%DSPU-3-LSConnInFromHostFailed: Connect in from host [chars] with remote address [chars] failed.

**Explanation** A connection with the remote host could not be established.

**Recommended Action** Verify the host configuration parameters at the router and at the host. Determine whether the router is configured to accept connection from this host.

**Error Message**

%DSPU-3-LSConnInFromPuFailed: Connect in from pu [chars] with remote address [chars] failed.

**Explanation** A connection with the remote PU could not be established.

**Recommended Action** Verify the PU configuration parameters at the router and at the remote PU. Determine whether the router is configured to accept a connection from this remote PU.

**Error Message**

%DSPU-3-LSConnOutToHostFailed: Connect out to host [chars] failed.

**Explanation** A connection with the remote host could not be established.

**Recommended Action** Verify the host configuration parameters at the router and at the host. Determine whether the host is active and responding to connection requests.

**Error Message**

%DSPU-3-LSConnOutToPuFailed: Connect out to pu [chars] failed.

**Explanation** A connection with the remote PU could not be established.

**Recommended Action** Verify the PU configuration parameters at the router and at the remote PU. Determine whether the remote PU is active and responding to connection requests.

**Error Message**

%DSPU-3-LSInvalidMaxIFrame: Connection attempt failed from XID= [chars], Invalid MaxIFrame= [dec]

**Explanation** An invalid MaxIFrame value in an XID was received from the remote station; connection with the remote station could not be established.

**Recommended Action** Correct the link-station configuration at the remote station.

**Error Message**

%DSPU-3-LSInvalidWindowSize: Connection attempt failed from XID= [chars], Invalid WindowSize= [dec]

**Explanation** An invalid WindowSize value in an XID was received from the remote station; connection with the remote station could not be established.

**Recommended Action** Correct the link-station configuration at the remote station.

**Error Message**

%DSPU-3-LSNoACTPUCapability: Connection attempt failed from XID= [chars], ACTPU not supported

**Explanation** The remote station did not request PU 2.0 activation; connection with the remote station is terminated.

**Recommended Action** Correct the link-station configuration parameters at the remote station to request an SSCP-PU session with the router.

**Error Message**

%DSPU-3-LSXIDNegotiationError: XID Negotiation Error, bad byte= [dec], bad bit= [dec], sense data= [chars]

**Explanation** An XID3 with an error indication was received from the remote station; connection with the remote station could not be established.

**Recommended Action** From the CV 22 byte or bit information, determine which field in the XID3 is rejected by the remote station, and correct the link-station configuration parameters at either the router or the remote station.

**Error Message**

%DSPU-3-NotifyNegRsp: LU [dec] received a Notify Neg Resp from host [chars]

**Explanation** The remote host rejected the request from the router to activate or deactivate an SSCP-LU session.

**Recommended Action** Verify the host configuration parameters at the router and at the remote host. Determine whether the problem exists at the remote host and, if so, correct 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**

%DSPU-3-SnaBadData: Bad SNA data received from PU [chars], data= [chars]

**Explanation** Unrecognized SNA data was received from the remote PU.

**Recommended Action** Correct the problem at the remote PU. 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**

%DSPU-3-UnknownXid: XID Format not supported, XID= [chars]

**Explanation** Unsupported XID was received from the remote station. A connection with the remote station could not be established.

**Recommended Action** Configure the remote station to send supported XID (if possible). Supported XID formats are XID Format 0 XID Format 3.

## DSX0 Messages

The following are CT1 RBS time slot status messages.

**Error Message**

%DSX0-5-RBSLINEDBUSYOUT: RBS of slot [dec] controller [dec] timeslot [dec] is dynamic busyout

**Explanation** RBS has been dynamically busied out on the specified time slot and controller.

**Recommended Action** No action is required.

**Error Message**

%DSX0-5-RBSLINEDOWN: RBS of controller [dec] timeslot [dec] is down

**Explanation** RBS has been disabled on the specified time slot and controller.

**Recommended Action** No action is required.

**Error Message**

%DSX0-5-RBSLINESBUSYOUT: RBS of slot [dec] controller [dec] timeslot [dec] is static busyout

**Explanation** RBS has been statically busied out on the specified time slot and controller.

**Recommended Action** No action is required.

**Error Message**

%DSX0-5-RBSLINEUNBUSYOUT: RBS of slot [dec] controller [dec] timeslot [dec] is unbusyout

**Explanation** RBS has been restored from a busied out condition on the specified time slot and controller.

**Recommended Action** No action is required.

**Error Message**

%DSX0-5-RBSLINEUP: RBS of controller [dec] timeslot [dec] is up

**Explanation** RBS has been enabled on the specified time slot and controller.

**Recommended Action** No action is required.

## DSX1 Messages

The following are Channelized E1 (Europe) and T1 (US) telephony standard messages.

**Error Message**

%DSX1-6-CLOCK\_CHANGE: [chars] clock is now selected as clock source

**Explanation** The **los**, **ais**, or **cli** command was entered, causing a change to the selected clock.

**Recommended Action** No action is required.

**Error Message**

%DSX1-3-FIRMWARE\_RESTART: T1/E1 Firmware in slot [dec] restarted

**Explanation** The T1/E1 firmware has restarted. All of the active calls on the T1/E1 lines disconnect; the controllers come back up within a few seconds.

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

**Error Message**

%DSX1-1-FIRMWARE\_RESTART\_FAILED: Trunk Firmware in slot [dec] reset failed

**Explanation** The trunk could not be 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**

%DSX1-1-FIRMWARE\_RUNNING: T1/E1 Firmware in slot [dec] is running

**Explanation** The T1/E1 firmware is now running after recovering from a critical 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**

%DSX1-1-FIRMWARE\_STOPPED: T1/E1 Firmware in slot [dec] is not running

**Explanation** A critical error has occurred in the T1/E1 firmware, and it has stopped running. The access server must be 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**

%DSX1-3-M32\_AR\_FAILURE: Munich 32 action request failure: Ctrl = [hex], Channel = [dec]

**Explanation** Munich 32 is not responding to a request.

**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**

%DSX1-3-M32\_AR\_TIMEOUT: Munich 32 action request timeout: Ctrl = [hex], Channel = [dec]

**Explanation** Munich 32 is not responding to an action request.

**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**

%DSX1-3-M32\_BAD\_BITRATE: Munich 32 bit rate not match: Ctrl = [hex], Channel = [dec]

**Explanation** The command cannot be carried out because of a bit rate mismatch.

**Recommended Action** Ensure that the configured data matches the supported speed.

**Error Message**

%DSX1-3-M32\_BAD\_INTQ: Munich 32 bad interrupt queue: Ctrl = [hex], Channel = [dec]

**Explanation** There might be an overflow on the interrupt queue.

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

**Error Message**

%DSX1-3-M32\_BAD\_STATE: Munich 32 in unknown state: Ctrl = [hex], Channel = [dec]

**Explanation** Munich 32 has gone into an unknown state.

**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**

%DSX1-3-M32\_ERR: Munich 32 error configuring channelized interface: Ctrl = [hex], Channel = [dec]

**Explanation** Unidentified errors have occurred on Munich 32.

**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**

%DSX1-3-M32\_ILLEGAL\_CHANNEL: Munich 32 channel invalid: Ctrl = [hex], Channel = [dec]

**Explanation** The channel select is not valid.

**Recommended Action** Ensure that the channel supports the needed feature.

**Error Message**

%DSX1-1-M32\_INPUT\_CONGEST: Munich 32 channel input queue is congested

**Explanation** The receiver cannot allocate receive buffers because the input queue is at its maximum. Data is coming in faster than the receiver can handle.

**Recommended Action** Reduce the volume of data that goes into this channel or increase the number of input queues for the channel.

**Error Message**

%DSX1-3-M32\_MEM\_ALLOC: Munich 32 channel memory allocation error: Ctrl = [hex], Channel = [dec]

**Explanation** The requested operation could not be accomplished because of a low memory condition.

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

**Error Message**

%DSX1-3-M32\_NO\_TIMESLOT: Munich 32 no timeslot available: Ctrl = [hex], Channel = [dec]

**Explanation** All of the time slots on Munich 32 are assigned.

**Recommended Action** Ensure that there are time slots available before choosing one.

**Error Message**

%DSX1-3-M32\_TIMESLOT\_IN\_USE: Munich 32 timeslot already configured: Ctrl = [hex], Channel = [dec]

**Explanation** This time slot has already been assigned and cannot be used

**Recommended Action** Ensure that the time slot is available before choosing it.

**Error Message**

%DSX1-3-NOMEMORY: Unit [dec], no memory for [chars]

**Explanation** The requested operation could not be accomplished because of a low memory condition.

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

# DSXPNM Messages

The following are TE3 Network Module messages.

## Error Message

```
%DSXPNM-3-0: Slot [dec], ([chars])
```

**Explanation** The internal data structure for the TE3 driver has become corrupted.

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

## Error Message

```
%DSXPNM-3-"NULL": Slot [dec], ([chars])
```

**Explanation** The internal data structure for the TE3 driver is corrupted.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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

```
%DSXPNM-1-BOOTDNLD: Slot([dec]) WAN H/W init failed (download bootcode)
```

**Explanation** A TE3 network module boot code download could not be initialized.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

%DSXPNM-1-CONFIGURE: Failed to configure [dec] interfaces in bay [dec], shutting down bay

**Explanation** The TE3 network module hardware in the specified bay has failed. Some components on the board have failed to initialize. The network module in the specified bay has been shut down.

**Recommended Action** Replace the TE3 network module in the specified bay.

**Error Message**

%DSXPNM-1-DISCOVER: Found [dec] interfaces in bay [dec], shutting down bay

**Explanation** The TE3 network module hardware in the specified bay has failed. Some components on the board have failed to initialize. The network module in the specified bay has been shut down.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

%DSXPNM-2-DSXPNM\_BAD\_CARD\_TYPE: [chars]: Unknown card\_type [hex], slot [hex]

**Explanation** The network module that has been inserted is not recognized by the Cisco IOS software.

**Recommended Action** Check the part number on the network module to verify that the network module is supported by the Cisco IOS release that is operational on the router.

**Error Message**

%DSXPNM-1-DSXPNM\_BAD\_SLOT: [chars]: invalid slot [dec]

**Explanation** An invalid slot number has been detected for the TE3 network module.

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

**Error Message**

%DSXPNM-1-DSXPNM\_FWDNLD\_BAD\_FILE\_SIZE: Bad size for file [[chars]] during downloading firmware

**Explanation** The firmware download from the URL was not successful. The size of the firmware file is invalid. The system is using the firmware bundled version that was in use before the firmware download.

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

**Error Message**

```
%DSXPNM-1-DSXPNM_FWDNLD_BAD_FOPEN: cannot open file [chars], using bundled
firmware image\n
```

**Explanation** The firmware download failed because the URL path specified could not be opened. The system is using the firmware bundled version that was in use before the firmware download.

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

**Error Message**

```
%DSXPNM-2-DSXPNM_GET_LCN_RESOURCE: [chars]: No more ch SCCs slot [dec].\n
```

**Explanation** The TE3 network module driver for the specified slot could not allocate a channel resource for the port.

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

**Error Message**

```
%DSXPNM-1-DSXPNM_HWIDB_NOT_NULL: [chars]: hwidb passed is non-zero, slot [dec],
port [dec]
```

**Explanation** The system has failed to create a serial interface. This condition is the result of an internal software error.

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

**Error Message**

```
%DSXPNM-1-DSXPNM_INVALID_PHY_PORT: [chars]: slot [dec] invalid phy port [dec]\n
```

**Explanation** The system has determined that an invalid port configuration is present on the system. This condition is the result of an internal software error.

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

**Error Message**

```
%DSXPNM-1-DSXPNM_IS_NOT_DSXPNM: [chars]: Not a valid dsxpnm NM, slot [dec], port [dec]\n
```

**Explanation** The Cisco IOS software does not recognize the inserted network module.

**Recommended Action** Check the part number on the network module to verify that the network module is supported by the Cisco IOS release that is operating on the router. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

```
%DSXPNM-1-DSXPNM_NO_DS: [chars] ds is not allocated!\n
```

**Explanation** The system has determined that an invalid card configuration is present on the system. This condition is the result of an internal software error.

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

**Error Message**

```
%DSXPNM-2-DSXPNM_NO_WPI: [chars]: no wpi struct for slot [dec]\n
```

**Explanation** The TE3 network module driver for the slot specified has encountered an invalid channel resource error. This condition is the result of an internal software error.

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

**Error Message**

```
%DSXPNM-1-DSXPNM_PUT_LCN_RESOURCE: dsxpnm_put_lcn_resource: invalid lcn specifiedlcn->channel_num=[dec], lcn->free=[dec], lcn->blk=[dec], lcn->blk_index=[dec], slot=[dec]\n
```

**Explanation** The TE3 network module driver for the slot specified has encountered an invalid channel resource error. This condition is the result of an internal software error.

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

**Error Message**

```
%DSXPNM-1-DSXPNM_SER_IDB_INIT_FAIL: [chars]: serial_idb_init failed! slot=[dec]
```

**Explanation** The TE3 network module driver encountered an error during creation of the serial interface. This condition is due to an internal software error.

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

**Error Message**

```
%DSXPNM-2-DSXPNM_SHMEM_ALLOC_FAIL: I/O Shared Memory Malloc failed\n
```

**Explanation** A firmware initialization failure 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**

```
%DSXPNM-1-DSXPNM_UNKNOWN_GT_PORT_USE: [chars]: unknown gt_port_use [dec]\n
```

**Explanation** The TE3 network module driver for the port specified in the error message has encountered an internal software error.

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

**Error Message**

```
%DSXPNM-1-DSXPNM_VCON_ARG_READ_FAIL: [chars]: couldn't read the process argument\n
```

**Explanation** The TE3 network module could not start the process to support logging the console of the network module. This condition is due to an internal software error.

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

**Error Message**

```
%DSXPNM-1-DSXPNM_VCON_NOT_INIT: [chars]: Virtual console debug buffer not initialized !!
```

**Explanation** The TE3 network module driver could not set up the network buffers for the network module for the virtual console logs. This condition is due to an internal software error.

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

**Error Message**

```
%DSXPNM-1-DWNLDFAIL: Microcode to slot [dec]\n
```

**Explanation** The firmware failed to be downloaded to the TE3 network module in the specified slot.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

```
%DSXPNM-1-FWDNLD: Slot([dec]) WAN H/W init failed (download firmware)\n
```

**Explanation** The TE3 network module firmware for the port module in the specified slot failed to be downloaded.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

```
%DSXPNM-1-GT96K: Slot([dec]) WAN H/W init failed (gt96k init on NM)\n
```

**Explanation** The WAN interface for the TE3 network module for the slot specified failed to be initialized.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

```
%DSXPNM-3-HWIDBFAILED: Controller [dec]/[dec] does not have idb\n
```

**Explanation** The system does not have a hardware IDB registered for the serial interface.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

```
%DSXPNM-3-HWIDBMISMATCH: Controller [dec]/[dec] channel [dec] idb does not match  
the system idb for that channel\n
```

**Explanation** The system does not have a valid hardware IDB registered for the serial interface.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

```
%DSXPNM-1-INITFAIL: Slot([dec]) firmware init fail ([chars])\n
```

**Explanation** The TE3 network module firmware failed to initialize for the network module in the specified slot.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

```
%DSXPNM-1-INITFAIL1: Slot([dec]) Pa_type([hex]) firmware init fail ([chars])\n
```

**Explanation** The TE3 network module firmware failed to initialize for the network module in the specified slot.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

%DSXPNM-3-INITFAILURE: Slot [dec], Unit [dec] initialization failure - [chars]\n

**Explanation** The TE3 network module driver detected an error during the initialization of the port module.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

%DSXPNM-2-NM\_WATCH\_DOG: Got WATCHDOG Interrupt from NM at slot [dec] \n

**Explanation** A firmware crash has been detected.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

%DSXPNM-2-NM\_WATCH\_DOG\_NO\_INFO: Cannot display watchdog information for the TE3 network module.\n

**Explanation** The firmware has crashed, and the firmware crash information for the network module could not be saved.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

%DSXPNM-1-NOTREADY: Slot [dec] for microcode download\n

**Explanation** An error has been detected on the communication path between the host and the network module in the specified slot. The TE3 hardware or firmware has failed. Some components on the network module have failed to initialize.

**Recommended Action** Save your router configurations, power down the router, reinsert the network module in the specified bay, and reboot the system. 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**

```
%DSXPNM-1-UNSUPPORTED: \n[chars]
```

**Explanation** *Unavailable.*

**Recommended Action** *Unavailable.*

## DTP Messages

The following are Dynamic Trunking Protocol (DTP) filtering messages.

**Error Message**

```
%DTP-5-ILGLCFG: Illegal config(on,isl--on,dot1q) on [chars]
```

**Explanation** The two ports on the specified link are set to the ON mode, but one port is set to 802.1Q encapsulation, and the other port is set to ISL encapsulation. When both ports on a link are set to the ON mode, their encapsulation types must match.

**Recommended Action** Configure both ports on the link to have the same encapsulation type.

**Error Message**

```
%DTP-4-MEM_UNAVAIL: Memory was not available to perform the trunk negotiation action
```

**Explanation** There is not enough memory to negotiate trunks.

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

**Error Message**

```
%DTP-5-NONTRUNKPORTON: Port [chars] has become non-trunk
```

**Explanation** The specified port has changed its status from trunk port to access port.

**Recommended Action** No action is required.

**Error Message**

```
%DTP-4-TMRERR: An internal timer error occurred when trunking on interface [chars]
```

**Explanation** A timer that is used by the trunking protocol has expired at an unexpected time. This problem is corrected internally.

**Recommended Action** There are likely no long-term problems associated with the timer expiration. However, if further problems with trunking occur, it is recommended that you reload the device.

**Error Message**

%DTP-5-TRUNKPORTCHG: Port [chars] has changed from [chars] trunk to [chars] trunk

**Explanation** The specified trunk port has changed the encapsulation type it uses.

**Recommended Action** No action is required.

**Error Message**

%DTP-5-TRUNKPORTON: Port [chars] has become [chars] trunk

**Explanation** The specified port has changed from being an access port to a trunk port, using the specified encapsulation.

**Recommended Action** No action is required.

**Error Message**

%DTP-4-UNKN\_ERR: An unknown operational error occurred

**Explanation** The device could not negotiate the trunks because an internal operation has generated an unknown error.

**Recommended Action** Reload the device.

## DUAL Messages

The following are Enhanced Interior Gateway Routing Protocol (EIGRP) messages.

**Error Message**

%DUAL-3-ANCHORCOUNT: Anchor count negative

**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**

%DUAL-3-BADCOUNT: Route [chars], [dec] successors, [dec] rdbs

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

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

**Error Message**

%DUAL-6-EVENT: [chars], [chars]

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

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

**Error Message**

%DUAL-3-INTERNAL: [chars] [dec]: Internal Error

**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**

%DUAL-3-LINKSEXIST: Interface [chars] going down and [dec] links exist

**Explanation** An interface is going down or is being removed from routing through the IGRP, but not all links (neighbors) have been removed from the topology table.

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

**Error Message**

%DUAL-3-LINKSTILLUP: Link [dec] [chars] still exists on [chars]

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

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

**Error Message**

%DUAL-3-MULTIFLOW: Flow control error, [chars], on [chars]

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

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

**Error Message**

%DUAL-5-NBRCHANGE: [chars] [dec]: Neighbor [chars] ([chars]) is [chars]: [chars]

**Explanation** A neighbor has gone up or down.

**Recommended Action** No action is required.

**Error Message**

%DUAL-3-NOBUFFER: No buffers available for [int] byte packet

**Explanation** The DUAL software was unable to allocate a packet buffer. The system might be out of memory.

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

**Error Message**

%DUAL-3-NOHANDLE: Handle [dec] is not allocated in pool.

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

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

**Error Message**

%DUAL-3-NOMATCH: Nexthop and infosource don't match. N = [chars], I = [chars]

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

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

**Error Message**

%DUAL-3-NOSOCKET: Unable to open socket for AS [dec]

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

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

**Error Message**

%DUAL-3-PEERSEXIST: [dec] peers exist on IIDB [chars]

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

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

**Error Message**

%DUAL-3-PROBESEQ: Bad probe sequence [dec] from [chars], expecting [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**

%DUAL-3-RDBLEFT: Lingered DRDB deleting IIDB, dest [chars], nexthop [chars] ([chars]), origin [chars]

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

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

**Error Message**

%DUAL-3-REFCOUNT: Negative refcount in pakdesc [hex]

**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**

%DUAL-3-SIA: Route [chars] stuck-in-active state in [chars] [dec]. Cleaning up

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

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

**Error Message**

%DUAL-3-UNKTIMER: Unknown timer type [dec] expiration

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

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

## DVMRP Messages

The following are Distance Vector Multicast Routing Protocol (DVMRP) messages.

**Error Message**

%DVMRP-5-BADMASK: Bad mask [IP\_address] received from [IP\_address], Report ignored

**Explanation** A DVMRP route that has corrupted information was received and discarded by another system.

**Recommended Action** No immediate action is required. This error indicates a problem with the system that sent the bad routes or with the network media connected to that system. If the condition persists, contact the administrator of the malfunctioning system.

**Error Message**

%DVMRP-5-NBRDOWN: Neighbor [IP\_address] went down on [chars]

**Explanation** DVMRP activity has been shut down on the specified interface. This might be because the interface has been taken down or because the DVMRP routes on that interface have all expired. Note that DVMRP activity is mutually exclusive of tagswitching, so if the interface itself is still up, tagswitching will be automatically reenabled on that interface.

**Recommended Action** No action is required.

**Error Message**

%DVMRP-5-NBRUP: Neighbor [IP\_address] is up on [chars]

**Explanation** A DVMRP multicast neighbor is active on the specified interface because of the arrival and acceptance of DVMRP probes via that interface. A multicast session has been subscribed via a path passing through this router. Note that DVMRP activity is mutually exclusive of tagswitching, so tag switching may be disabled on that interface.

**Recommended Action** No action is required.

**Error Message**

%DVMRP-4-NONPRUNER: Rejecting non-pruning peer [IP\_address] ([chars])

**Explanation** The router has rejected an IGMP report from a peer that is not capable of DVMRP pruning and grafting. This is because the router was configured with the **ip dvmrp reject-non-pruners** command to reject nonpruning peers.

**Recommended Action** If rejection of nonpruning DVMRP hosts is consistent with site policy, no action is required. Otherwise, the configuration can be changed by using the **no ip dvmrp reject-non-pruners** command.

**Error Message**

%DVMRP-4-REJDEFROUTE: Rejecting default route from [IP\_address]

**Explanation** Two routers on each side of a tunnel are sending the default route to each other.

**Recommended Action** Correct the router configuration.

**Error Message**

%DVMRP-4-ROUTEHOG: Receiving [dec] routes from [IP\_address] ([chars]) in the last [chars]

**Explanation** The number of DVMRP routes that were received from the specified system exceeds the warning threshold for the DVMRP route traffic.

**Recommended Action** Use the **ip dvmrp routehog-notification** command to change the warning threshold if necessary. Otherwise, check the system that is generating excessive DVMRP route traffic to find out the reason. The system may be in a loop and generating invalid information.

**Error Message**

%DVMRP-4-ROUTELIMIT: Exceeded route-limit of [dec] routes, check your access-lists

**Explanation** The number of DVMRP multicast routes exceeds the configured maximum number. New routes (subscribers and viewers) cannot be added unless the configuration is changed.

**Recommended Action** If priority multicast traffic is carried by this router, use the **ip dvmrp route-limit** command to increase the number of DVMRP routes. Otherwise, no action is required.

# E1T1\_MODULE Messages

The following are E1T1 module messages.

## Error Message

`%E1T1_MODULE-3-BERTBUSY: Controller [chars] - BERT hardware in use, command refused.`

**Explanation** The current task requires BERT hardware resources that are currently occupied with other tasks. The BERT chip could be in use by either sending V.54 loopup or loopdown code to the remote end or running a BERT test.

**Recommended Action** Determine if either of the tasks is in progress on this controller.

## Error Message

`%E1T1_MODULE-3-FDLLLOOPDOWN: Controller [chars] - FDL line loopdown code detected, deactivating line loopback.`

**Explanation** The system has detected FDL line loopdown code on the unit, and it is deactivating the line loopback.

**Recommended Action** No action is required.

## Error Message

`%E1T1_MODULE-3-FDLLLOOPUP: Controller [chars] - FDL line loopup code detected, activating line loopback mode.`

**Explanation** The system has detected FDL line loopup code on the unit, and it is activating the line loopback.

**Recommended Action** No action is required.

## Error Message

`%E1T1_MODULE-3-FDLLREQFAILED: Controller [chars] - Failed to put the remote end in line loopback mode via FDL.`

**Explanation** The T1 FDL line loopup code was sent to the remote end, but the remote end did not activate the line loopback.

**Recommended Action** This error could be caused by the controller configuration or by a line problem. Ensure that both controllers are up.

**Error Message**

%E1T1\_MODULE-3-FDLLREQOK: Controller [chars] - Remote end is put in line loopback mode via FDL.

**Explanation** The T1 FDL line loopup code was sent to the remote end, and the remote end has activated the line loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-FDLPLOOPODOWN: Controller [chars] - FDL payload loopdown code detected, deactivating payload loopback.

**Explanation** The system has detected FDL payload loopdown code on the unit, and it is deactivating the payload loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-FDLPLOOPOPUP: Controller [chars] - FDL payload loopup code detected, activating payload loopback mode.

**Explanation** The system has detected FDL payload loopup code on the unit, and it is activating payload loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-FDLPREQFAILED: Controller [chars] - Failed to put the remote end in payload loopback mode via FDL.

**Explanation** The T1 FDL payload loopup code was sent to the remote end, but the remote end did not activate payload loopback. This error could be caused by a controller configuration or line problem.

**Recommended Action** Ensure that both controllers are up.

**Error Message**

%E1T1\_MODULE-3-FDLPREQOK: Controller [chars] - Remote end is put in payload loopback mode via FDL.

**Explanation** The T1 FDL payload loopup code was sent to the remote end from the unit, and the remote end has activated the payload loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-HWIDBFAILED: Controller [dec]/[dec] does not have idb

**Explanation** The system did not have a HWIDB registered for the serial interface.

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

**Error Message**

%E1T1\_MODULE-3-IBOCLOOPDOWN: Controller [chars] - IBOC loopdown code detected, deactivating line loopback.

**Explanation** The system has detected IBOC loopdown code on the unit, and it is deactivating the line loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-IBOCLOOPUP: Controller [chars] - IBOC loopup code detected, activating line loopback mode.

**Explanation** The system has detected IBOC loopup code on the unit, and is activating the line loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-IBOCREQFAILED: Controller [chars] - Failed to put the remote end in line loopback mode via IBOC.

**Explanation** The T1 IBOC loopup code was sent to the remote end, but the remote end did not activate the line loopback. The remote end may not have activated the payload loopback because of a controller configuration or line problem.

**Recommended Action** Ensure that both controllers are up.

**Error Message**

%E1T1\_MODULE-3-IBOCREQOK: Controller [chars] - Remote end is put in line loopback mode via IBOC.

**Explanation** The T1 IBOC loopup code was sent to the remote end from the unit, and the remote end has activated the line loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-INITFAILURE: Slot [dec], Unit [dec] initialization failure - [chars]

**Explanation** The E1T1 driver detected an error while initializing.

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

**Error Message**

%E1T1\_MODULE-3-LINEFLAP: Interface [chars] receiving excessive errored packets

**Explanation** The serial interface is receiving an excessive number of error packets. This problem is caused by a controller configuration mismatch.

**Recommended Action** Check the settings for line code, framing, time slots, and speed.

**Error Message**

%E1T1\_MODULE-3-NOHAIRPIN: Hairpinning is not supported on E1T1 VWICs in slot [dec].

**Explanation** There is no TDM switch on the E1T1 VWICs to hairpin channels.

**Recommended Action** This condition is normal. No action is required.

**Error Message**

%E1T1\_MODULE-5-RELAY\_STATE\_CHANGE: [chars] - [dec]/[dec]

**Explanation** The E1T1 VWIC relays have undergone a state change.

**Recommended Action** This is indicative of normal system behavior. No action is required.

**Error Message**

%E1T1\_MODULE-3-T1REQCANCELLED: Controller [chars] - T1 remote loopback has been cancelled.

**Explanation** T1 loopdown code has been sent to the remote end from the specified unit. The remote end is assumed to have received the loopdown code and deactivated the loopback mode. However, no test has been performed to ensure that the remote end has deactivated the loopback mode.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-V54LOOPDOWN: Unit [chars] - V.54 loopdown code detected, deactivating V.54 payload loopback.

**Explanation** The system has detected V.54 loopdown code on the unit, and it is deactivating the V.54 payload loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-V54LOOPUP: Unit [chars] - V.54 loopup code detected, activating V.54 payload loopback mode.

**Explanation** The system has detected V.54 loopup code on the unit, and it is activating the V.54 payload loopback.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-V54REQCANCELLED: Unit [chars] - Remote V.54 loopback has been cancelled.

**Explanation** V.54 loopdown code has been sent to the remote end from this unit. The remote end is assumed to have received the loopdown code and deactivated the loopback mode. However, no test was performed to ensure the remote end has deactivated loopback mode.

**Recommended Action** No action is required.

**Error Message**

%E1T1\_MODULE-3-V54REQFAILED: Unit [chars] - Failed to put the remote end in V.54 payload loopback mode.

**Explanation** The V.54 loopup code was sent to the remote end, but the remote end did not activate loopback. This error could be caused by controller configuration mismatch or a line problem.

**Recommended Action** Check the time slots and speed setting for the channel group in question on both ends, and ensure that V.54 detection is enabled on the remote end.

**Error Message**

%E1T1\_MODULE-3-V54REQOK: Unit [chars] - Remote end is put in V.54 payload loopback mode.

**Explanation** The V.54 loopup code was sent to the remote end from the unit, and the remote end has activated V.54 payload loopback.

**Recommended Action** No action is required.

# EAP Messages

The following are Extensible Authentication Protocol messages.

## Error Message

```
%EAP-4-BADPKT: IP=[IP_address] | HOST=[chars]
```

**Explanation** The router has received an invalid or malformed EAP packet from the specified host.

**Recommended Action** Check specified host for EAP operation.

## Error Message

```
%EAP-6-MPPE_KEY: IP=[chars] | MPPE_RECV_KEY_LENGTH=[dec]
```

**Explanation** The router has received in MPPE key for the specified host.

**Recommended Action** No action is required.

## Error Message

```
%EAP-2-PROCESS_ERR: [chars]
```

**Explanation** A critical condition has occurred. The router could not perform an EAP process-related operation.

**Recommended Action** Reload the device.

# EC Messages

The following are Port Aggregation Protocol messages.

## Error Message

```
%EC-5-BUNDLE: Interface [chars] joined port-channel [chars]
```

**Explanation** An interface has joined the port channel bundle.

**Recommended Action** No action is required.

## Error Message

```
%EC-5-CANNOT_BUNDLE1: Port-channel [chars] is admin-down, port [chars] will remain stand-alone.
```

**Explanation** The port channel is administratively down.

**Recommended Action** Enter the **no shutdown** command to change the port channel status from down to up.

**Error Message**

%EC-5-CANNOT\_BUNDLE2: [chars] is not compatible with [chars] and will be suspended ([chars])

**Explanation** The port has different port attributes from those of other port channels or ports within the port channel. The port cannot join the bundle.

**Recommended Action** For the port to join the bundle, change the port attributes so that it matches the port and match the port attributes to those of the port channel.

**Error Message**

%EC-5-L3DONTBNDL1: [chars] suspended: PAgP not enabled on the remote port.

**Explanation** PAgP is enabled on the L3 interface, but the partner port does not have PAgP enabled. In this mode, the port is put in a suspended state.

**Recommended Action** Enable PAgP on the remote side.

**Error Message**

%EC-5-L3DONTBNDL2: [chars] suspended: incompatible partner port with [chars]

**Explanation** For a port to join a bundle, both the local GC and the partner GC should be the same as that of the ports in the bundle. In this case, the GC of the partner port is different from some of the other ports in the bundle.

**Recommended Action** Ensure that the partner GC is the same for all the ports in the group.

**Error Message**

%EC-5-L3PORTDOWN: Shutting down [chars] as its port-channel is admin-down

**Explanation** The administrative state of the L3 port is ruled by the administrative state of its aggregate port. If the administrative state of the aggregate port is down, the administrative state of the port will be forced to be down.

**Recommended Action** Change the administrative state of the aggregate port to up.

**Error Message**

%EC-5-L3STAYDOWN: [chars] will remain down as its port-channel [chars] is admin-down

**Explanation** For L3 ports and aggregate ports, the administrative state of the aggregate overrides that of the port. If the administrative state of the aggregate port is down, the administrative state of all ports in the aggregate port will be forced to be down.

**Recommended Action** Enter the **no shutdown** command to change the aggregate port status from down to up.

**Error Message**

%EC-4-NOMEM: Not enough memory available for [chars]

**Explanation** The PAgP Shim/EC could not obtain the memory it required.

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

%EC-5-NOPAGP: Invalid EC mode, PAgP not enabled

**Explanation** PAgP is not included in the image. The system cannot set the mode to desirable mode or automatic mode.

**Recommended Action** Obtain an image that has PAgP included, or set the mode to on.

**Error Message**

%EC-5-UNSUITABLE: [chars] will not join any port-channel,unsuitable attributes configured

**Explanation** Configuring any of Port-fast, VMPS, or Dest-SPAN is considered unsuitable for Etherchannel.

**Recommended Action** Unconfigure the Port-fast, VMPS, or Dest-SPAN.

## ECC Messages

The following are messages regarding single bit errors that occur in ECC-protected memory.

**Error Message**

%ECC-2-MALLOC: Attempt to malloc [dec] bytes for the ECC error log failed.\n

ECC errors will only be reported and not recorded.\n

**Explanation** Memory allocation for the ECC error log has failed.

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

**Error Message**

%ECC-3-SBE\_HARD: Single bit \*hard\* error detected at [hex]

**Explanation** A single-bit uncorrectable error (hard error) was detected on a CPU read from the DRAM.

**Recommended Action** Enter the **show ecc** command to dump the logged single-bit errors and to show the detected hard error address locations. Continue to monitor the system by reentering the **show ecc** command and replace the DRAM if too many such errors are encountered.

**Error Message**

%ECC-3-SBE\_LIMIT: Single bit error detected and corrected\n at [hex]

**Explanation** A single-bit correctable error was detected on a CPU read from the DRAM.

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

**Error Message**

%ECC-3-SBE\_RMW\_LIMIT: Single bit error detected and corrected at [hex] on a read-modify-write cycle

**Explanation** A single-bit correctable error was detected during a read-modify-write cycle on a CPU read from DRAM for a non-8-byte access.

**Recommended Action** Enter the **show ecc** command to dump the logged single-bit errors. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%ECC-3-SYNDROME\_SBE\_LIMIT: 8-bit Syndrome for the detected Single-bit error: [hex]

**Explanation** The 8-bit syndrome for a detected single-bit error has occurred. This value does not indicate the exact positions of the bits in error but can be used to approximate their positions.

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

## ECPA and ECPA4 Messages

The CIP, CIP2, ECPA, ECPA4, and PCPA messages all use the same message format. For details on how to locate and interpret these messages, refer to **CIP and CIP2 Messages**.

# EGP Messages

The following are Exterior Gateway Protocol (EGP) messages.

## Error Message

```
%EGP-3-NOPDB: No pdb for [IP_address]
```

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

**Recommended Action** 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

```
%EGP-3-TOOBIG: Insufficient ([dec]) buffering for update message
```

**Explanation** An EGP update message was too large to fit into a single buffer.

**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.

# EHSA Messages

The following are Cisco 6400 Enhanced High System Availability (EHSA) messages.

## Error Message

```
%EHSA-3-CONFIG_SYNC: [chars]
```

**Explanation** An EHSA configuration synchronization error has occurred. The details of what action was attempted and what malfunctioned will be printed.

**Recommended Action** Copy the error message exactly as it appears, contact your Cisco technical support representative, and provide the representative with the gathered information. Also provide the system configuration information along with any other relevant information.

## Error Message

```
%EHSA-3-EHSA_ALARMS: [chars]
```

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

**Recommended Action** Copy the error message exactly as it appears, contact your Cisco technical support representative, and provide the representative with the gathered information. Also provide the system configuration information along with any other relevant information.

**Error Message**

%EHSA-3-EHSABADST: [chars] [[dec]] [[dec]]

**Explanation** An EHSA internal 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**

%EHSA-3-EHSAINT: '[chars]' at level [dec]

**Explanation** An EHSA internal 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**

%EHSA-2-EHSALOAD: [chars]

**Explanation** The system attempted to boot from the network on an EHSA secondary unit.

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

**Error Message**

%EHSA-2-EHSASW: [chars]

**Explanation** The primary unit has crashed or is unresponsive. The secondary unit is taking over.

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

**Error Message**

%EHSA-3-FSM: [chars]

**Explanation** An EHSA Finite State Machine error has occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the error message exactly as it appears, contact your Cisco technical support representative, and provide the representative with the gathered information. Also provide the system configuration information along with any other relevant information.

**Error Message**

%EHS-3-GENERAL: [chars]

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

**Recommended Action** Copy the error message exactly as it appears, contact your Cisco technical support representative, and provide the representative with the gathered information. Also provide the system configuration information along with any other relevant information.

**Error Message**

%EHS-3-IPC: [chars] [chars]

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

**Recommended Action** Copy the error message exactly as it appears, contact your Cisco technical support representative, and provide the representative with the gathered information. Also provide the system configuration information along with any other relevant information.

**Error Message**

%EHS-3-IPCERR: [chars] [[chars]]

**Explanation** IPC has failed for EHS, and EHS messages cannot be transmitted.

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

**Error Message**

%EHS-3-KEEPTO: No keepalive seen in [[dec]] secs: Failover [chars]

**Explanation** An EHS keepalive failure 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**

%EHS-3-NOBUF: [chars]

**Explanation** The IPC has run out of memory buffers.

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

**Error Message**

%EHSA-3-PEER\_MONITOR: [chars]

**Explanation** An EHSA Peer Monitor error has occurred. The details about what action was attempted and what malfunctioned will be printed.

**Recommended Action** Copy the error message exactly as it appears, contact your Cisco technical support representative, and provide the representative with the gathered information. Also provide the system configuration information along with any other relevant information.

**Error Message**

%EHSA-5-PEER\_MONITOR\_EVENT: [chars] ([chars][chars]([dec]))

**Explanation** An EHSA Peer Monitor event has occurred and was reported. The report indicates the reason for a switchover.

**Recommended Action** No action is required.

**Error Message**

%EHSA-3-STCHNG: [chars] [[dec]]

**Explanation** An EHSA state change has been detected.

**Recommended Action** Copy the error message exactly as it appears. Include the system configuration information along with any other relevant information. Contact your Cisco technical support representative, and provide the representative with the gathered information.

## EM\_FPGA Messages

The following are messages for the Cisco 1840 FPGA encryption, decryption and hash message authentication codes (HMAC) for IP Security (IPSec).

**Error Message**

%EM\_FPGA-3-EM\_PROC\_ERR: VPN Module Command Processor error: ([chars])

**Explanation** A VPN module command processor error has occurred.

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

**Error Message**

```
%EM_FPGA-1-EM_PROC_INIT: VPN Module Command Processor initialization failed:
([chars])
```

**Explanation** The VPN module command processor could not be initialized.

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

```
%EM_FPGA-1-ERROR: [chars]
```

**Explanation** An error occurred in the application that is using the VPN module.

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

**Error Message**

```
%EM_FPGA-1-FPGA_ALIGN: [chars] Alignment failure on packet buffer: [hex]
```

**Explanation** A software error has occurred. The FPGA driver has detected that the buffer is not aligned correctly.

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

**Error Message**

%EM\_FPGA-3-FPGA\_INT: Wrong crypto IPsec interrup

**Explanation** An incorrect encryption (crypto) IPsec interrupt operation was detected.

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

**Error Message**

%EM\_FPGA-1-FPGA\_PARTICLE: We do not support particle so far

**Explanation** A packet with multiple particles was received. Packets with multiple particles are not supported.

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

**Error Message**

%EM\_FPGA-1-FPGA\_RING\_FULL: FPGA buffer descriptor is full

**Explanation** The FPGA buffer descriptor is full.

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

**Error Message**

%EM\_FPGA-1-NOMEMORY: [chars] creation failed for FPGA

**Explanation** The VPN module driver could not allocate memory for the specified data structure.

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

**Error Message**

%EM\_FPGA-0-SELF\_TEST\_FAILURE: Encryption self-test failed ([chars])

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

**Recommended Action** If the message persists, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create> or contact your Cisco technical support representative to obtain a replacement Cisco IOS software image.

**Error Message**

%EM\_FPGA-6-SHUTDOWN: [chars] shutting down

**Explanation** The specified VPN module is shutting down. It may have been physically removed.

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

## ENSP Messages

The following are Enhanced Network Service Provider (ENSP) messages.

**Error Message**

%ENSP-4-FMAIL\_BAD\_MESSAGE: FAXMAIL- Bad message received

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

**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**

%ENSP-2-FMAIL\_INTERNAL\_ERROR: Internal software error

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

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

**Error Message**

%ENSP-2-FMAIL\_NO\_AUTH\_STARTED: AAA authentication startup failed

**Explanation** AAA authentication startup has failed.

**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**

%ENSP-4-FMAIL\_NO\_SMTP: FAXMAIL- Can not connect \n to the SMTP server

**Explanation** No connection could be made to any of the specified SMTP servers.

**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**

%ENSP-4-FMAIL\_NO\_SMTP\_SEND: FAXMAIL- Could not \nsend data to the SMTP server

**Explanation** A connection was made to the SMTP server, but data cannot be sent.

**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**

%ENSP-2-INTERNAL\_ERROR: FAX- Internal software error

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

**Recommended Action** 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**

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

**Explanation** The requested operation could not be accomplished because of a low memory condition.

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

**Error Message**

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

**Explanation** A connection attempt to a remote mail server has failed. This is unexpected behavior.

**Recommended Action** No action is required.

**Error Message**

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

**Explanation** An attempt to connect to a remote mail server has failed. This is unexpected behavior.

**Recommended Action** No action is required.

## ENT\_API Messages

The following are Entity MIB API messages.

**Error Message**

%ENT\_API-4-NOALIAS: [chars] entity not found when adding an alias with physical index = [int] and logical index = [int] to the Entity MIB

**Explanation** An attempt to add an alias entry to the Entity MIB has failed. The logical or physical entity with the specified index does not exist.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Using your NMS tool, also provide the content of the Entity MIB table.

**Error Message**

%ENT\_API-3-NOCREAT: EntityApiProcess not created - Entity MIB will not be initialised

**Explanation** An attempt to start the routine failed when the entity subsystem was initialized. The Entity MIB will not be populated. The Entity MIB API process was not created, possibly because of a lack of memory.

**Recommended Action** To use the Entity MIB API, reconfigure the system so that less memory is used by other features, or add more memory to the system. Reload the system after reconfiguring it.

**Error Message**

%ENT\_API-4-NOENT: Trying to add or delete an unknown entity to the Entity MIB

**Explanation** An attempt to add or delete an unknown entity to the Entity MIB was made. The request could not be 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. Using your NMS tool, also provide the content of the Entity MIB table.

**Error Message**

%ENT\_API-4-NOLPMAP: [chars] entity not found when adding an LPMapping entry with logical index = [int] and physical index = [int] to the Entity MIB

**Explanation** An attempt to add an LPMapping entry to the Entity MIB was made. Because a logical or physical entity having the specified index does not exist, the LPMapping entry creation 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. Using your NMS tool, also provide the content of the Entity MIB table.

**Error Message**

%ENT\_API-4-NOPARENT: Parent physical entity [int] did not exist when trying to add child physical entity [int].

**Explanation** An attempt to add a physical entity has failed because its parent physical entity does not exist in the entPhysicalTable of the Entity MIB.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative and provide the representative with the gathered information. Using your NMS tool, also provide the content of the Entity MIB table.

**Error Message**

%ENT\_API-4-NOPORT: Physical entity does not have a Port PhysicalClass when \n adding an alias with physical index = [int] and logical index = [int] \n to the Entity MIB

**Explanation** An attempt was made to add an alias entry to the Entity MIB. The physical entity with the specified index does not have an entPhysicalClass of 10(Port class), so the alias entry creation has failed. Refer to RFC2737 for the definition of the PhysicalClass textual convention and the aliasMappingEntry object.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Also, provide the content of the Entity MIB table using your NMS tool.

# ENTITY\_ALARM Messages

The following are entity alarm messages.

## Error Message

%ENTITY\_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]

**Explanation** Alarm assertion or deassertion information.

**Recommended Action** No action is required.