

# ISDN Messages

The following are Integrated Services Digital Network (ISDN) messages.

## Error Message

```
%ISDN-4-BAD_DSL_FOR_CREATE_DELETE_L2: [chars]:  
isdn_create_delete_signalling_channel: Unknown DSL [int] for \n [chars]
```

**Explanation** The creation or deletion service for the L2 signaling handler or the given DSL is missing.

**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

```
%ISDN-6-CALL_COLLISION: Interface [chars] Call Cid [hex] Cref [hex] collision on  
Channel [dec] in_use_cid [hex] cref [hex], Channel awarded to the received call
```

**Explanation** A call has been received and has collided with an existing call on the same channel.

**Recommended Action** No action is required.

## Error Message

```
%ISDN-6-CHAN_UNAVAILABLE: Interface [chars] Requested Channel [dec] is not  
available
```

**Explanation** The requested channel is not available.

**Recommended Action** No action is required.

## Error Message

```
%ISDN-6-CONNECT: Interface [chars] is now connected to [chars] [chars]
```

**Explanation** This is an informational message sent when a call is connected. The message displays the remote name and number, which it receives from the PPP authentication or from the location from which the dialer placed the call.

**Recommended Action** No action is required.

**Error Message**

%ISDN-6-DISCONNECT: Interface [chars] disconnected from [chars] [chars], call lasted [int] seconds

**Explanation** This is an informational message sent when a call is disconnected. This message displays the remote name and number, which it receives from the PPP authentication or from the location at which the dialer placed the call. This message also reports the duration of the call.

**Recommended Action** No action is required.

**Error Message**

%ISDN-4-GET\_STATUS\_STATE\_FAIL: [chars]: isdn\_get\_status\_state: Unknown DSL [int]

**Explanation** An attempt to retrieve the status of a DSL that is not currently configured has failed.

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

**Error Message**

%ISDN-4-INVALID\_CALLEDNUMBER: Interface [chars], Ignoring call, LDN and Called Party Number mismatch

**Explanation** The incoming ISDN call is ignored because the called party number does not match the LDN that is configured in the router.

**Recommended Action** Correct the LDN in the router to match the called party number delivered in the incoming setup message.

**Error Message**

%ISDN-4-INVALID\_EID: Interface [chars], Ignoring call, EndPoint Identifier (EID) mismatch

**Explanation** The incoming ISDN call is ignored because the EID delivered in the incoming setup message cannot be matched.

**Recommended Action** If the EID is delivered in the setup message, use the **isdn debugs** and **show isdn status** commands to determine the current EID values. Contact the service provider to report the condition.

**Error Message**

%ISDN-4-INVALID\_EVENT: [chars]: Bad Event Received For Current State

**Explanation** The state transition for the ISDN L2 socket process has failed.

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

**Error Message**

%ISDN-4-INVALID\_SPID: Interface [chars], Spid[dec] was rejected

**Explanation** The SPID configured in the router has been rejected by the switch.

**Recommended Action** Determine the correct SPID, reenter the SPID, and clear the BRI interface.

**Error Message**

%ISDN-6-INVALID\_TIMER: [chars]: Invalid Timer Handle, caller [hex] handle [dec]

**Explanation** An invalid ISDN timer handle has been passed on for timer operations. This message may indicate a low memory condition.

**Recommended Action** Enter the **show isdn mem** and **show isdn status** commands to gather debugging information. Reduce other system activity to ease the memory demands in the system.

**Error Message**

%ISDN-3-ISDN\_CCB\_FREE: [chars]: CCB with call\_id [hex] on b channel [dec] was leaked, but has been freed by ISDN Housekeeping. Reason: [chars]

**Explanation** A data structure internal to ISDN has leaked.

**Recommended Action** No action is required.

**Error Message**

%ISDN-3-ISDN\_CCB\_FREE\_FAILS: [chars]: CCB with call\_id [hex] on b channel [dec] was leaked (reason: [chars]), and can't be free'd by ISDN Housekeeping.

**Explanation** A data structure internal to ISDN has leaked and cannot be fixed.

**Recommended Action** No action is required.

**Error Message**

```
%ISDN-4-ISDN_CCB_LEAK: [chars]: CCB with call_id [hex] on b channel [dec] has been leaked. Reason: [chars]
```

**Explanation** A data structure internal to ISDN has leaked.

**Recommended Action** No action is required.

**Error Message**

```
%ISDN-3-ISDN_FATAL: ISDN FATAL ERROR: file [chars], function [chars], message: [chars]
```

**Explanation** ISDN has detected a fatal system 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.

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

**Error Message**

```
%ISDN-2-ISDN_GENERAL_TRACEBACK: [chars]: [dec]
```

**Explanation** A debug traceback condition has occurred.

**Recommended Action** No action is required.

**Error Message**

```
%ISDN-4-ISDN_L2_INTERFACE_NOT_REGISTERED: [chars]: isdn_to_L2: Unknown DSL [int] for command [chars]
```

**Explanation** The ISDN stack has not registered its L2 message handler.

**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**

%ISDN-4-ISDN\_NLCB\_LEAK: [chars]: NLCB leak detected. nlcb=[hex]

**Explanation** A data structure internal to ISDN has not been freed.

**Recommended Action** No action is required.

**Error Message**

%ISDN-3-ISDN\_RESOURCE\_UNAVAILABLE: [chars]: Resource not available, at [chars]:[dec]

**Explanation** A specified hardware resource could not be allocated.

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

**Error Message**

%ISDN-4-ISDN\_UNEXPECTED\_EVENT: [chars]: Occurred at [chars]:[dec]

**Explanation** An unexpected event of significance has occurred.

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

**Error Message**

%ISDN-3-LAYER2\_DOWN: Layer 2 for Interface [chars], TEI [int] changed to down

**Explanation** This informational message is sent when an ISDN Layer 2 logical link is down. It also shows the TEI associated with this logical link.

**Recommended Action** No action is required.

**Error Message**

%ISDN-3-LAYER2\_UP: Layer 2 for Interface [chars], TEI [int] changed to up

**Explanation** This informational message is sent when an ISDN Layer 2 logical link is up. It also shows the TEI associated with this logical link.

**Recommended Action** No action is required.

**Error Message**

%ISDN-6-LAYER2DOWN: Layer 2 for Interface [chars], TEI [int] changed to down

**Explanation** An ISDN Layer 2 logical link is down. The TEI associated with this logical link is shown.

**Recommended Action** No action is required.

**Error Message**

%ISDN-6-LAYER2UP: Layer 2 for Interface [chars], TEI [int] changed to up

**Explanation** An ISDN Layer 2 logical link is up. The TEI associated with this logical link is shown.

**Recommended Action** No action is required.

**Error Message**

%ISDN-6-NFAS\_STATUS\_CHANGE: [chars] [chars] [chars] [chars]

**Explanation** The NFAS D-channel status has changed.

**Recommended Action** No action is required.

**Error Message**

%ISDN-6-NO\_TIMER: No Free Timer Entry, caller [hex], timers used [dec]

**Explanation** The ISDN protocol cannot start new timers for its operation. This message may indicate a low memory condition.

**Recommended Action** Enter the **show isdn mem** and **show isdn status** commands to gather debugging information. Reduce other system activity to ease the memory demands on the system.

**Error Message**

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

**Explanation** The requested operation could not be accomplished because of insufficient memory.

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

**Error Message**

%ISDN-4-OPEN\_TEMP\_SOCKET\_FAIL: [chars]: Failed to Open Required Temporary Socket [chars]

**Explanation** The reopen attempt for a required temporary socket has failed. Without this socket, the L2 socket process will fail.

**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**

%ISDN-6-REPEATED\_SETUP: Interface [chars] Call Cid 0x[hex] Cref 0x[hex] received a retransmitted setup on channel [dec] in\_use\_cid 0x[hex] cref 0x[hex].

**Explanation** This informational message is sent when a duplicate setup message is received on an ISDN B-channel. This condition indicates that the rate of calls being received is momentarily greater than the rate of calls that can be processed.

**Recommended Action** No action is required.

**Error Message**

%ISDN-6-REPEATED\_SETUP: Interface [chars] Call Cid [hex] Cref [hex] received a retransmitted setup on channel [dec] in\_use\_cid [hex] cref [hex].

**Explanation** This informational message is sent when a duplicate setup message is received on an ISDN B-channel. This condition indicates that the rate of calls being received is momentarily greater than the rate of calls that can be processed.

**Recommended Action** No action is required.

**Error Message**

%ISDN-4-RESTART: Interface [chars] [chars] [chars] message with restart class of [chars] chan [dec]

**Explanation** This informational message indicates that an ISDN logical link has restarted.

**Recommended Action** No action is required.

**Error Message**

%ISDN-4-RLM\_STATUS\_CHANGE: ISDN SC [chars]: Status Changed to: [chars].

**Explanation** ISDN has been notified by the RLM component of a \n status change in the RLM link.

**Recommended Action** No action is required.

**Error Message**

%ISDN-4-SERV\_AUDIT\_C1: Interface [chars] service audit trigger condition [dec] on channel [dec]

**Explanation** This informational message indicates that a service audit trigger condition exists on the specified interface.

**Recommended Action** No action is required.

**Error Message**

%ISDN-5-SERV\_AUDIT\_C2: Interface [chars] service audit trigger condition [dec] on channel [dec]

**Explanation** This informational message indicates that a service audit trigger condition exists on the specified interface.

**Recommended Action** No action is required.

**Error Message**

%ISDN-6-SERV\_AUDIT\_C3: Interface [chars] service audit trigger condition [dec] on channel [dec]

**Explanation** This informational message indicates that a service audit trigger condition exists on the specified interface.

**Recommended Action** No action is required.

**Error Message**

%ISDN-4-SERVICE: Interface [chars] [chars] [chars] message for chan [dec] state [chars]

**Explanation** This informational message indicates that a service condition exists on the specified interface.

**Recommended Action** No action is required.

**Error Message**

%ISDN-4-SPURIOUS\_CONNECT: [chars]: Spurious Connection Accepted and Closed on port [int]

**Explanation** An unknown TCP connection was accepted and then refused.

**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**

```
%ISDN-4-STATUS: Interface [chars] [chars] [chars] st [hex] ev [hex] cid [hex] cref  
[hex]
```

**Explanation** This informational message shows the ISDN status of an interface.

**Recommended Action** No action is required.

## ISRHOG Messages

The following are Interrupt Service Routine hog messages.

**Error Message**

```
%ISRHOG-4-MASK: Process masked interrupts for more than [int] microsecs  
Process-Block-Time [int] microsecs
```

**Explanation** The process has blocked interrupts for more than the latency threshold set for the ISRHOG tool.

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

**Error Message**

```
%ISRHOG-2-NOMEM: No memory available for configuring ISRHOG
```

**Explanation** The ISRHOG protocol subsystem could not obtain the memory it required.

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

## IUA Messages

The following are ISDN User Adaptation Layer (IUA) messages.

**Error Message**

```
%IUA-3-IP_ADDR_CFG_ERROR: Invalid IP address in IUA AS configuration for [chars]
```

**Explanation** The IP address used in the ISDN User Adaptation Layer Application Server configuration is not a valid local IP address. The IP address does not appear in the IP address configuration of an interface. The system will continue to attempt to complete initialization of the application server until a matching IP address is configured on a local interface.

**Recommended Action** Ensure that the IP address used in ISDN User Adaptation Layer Application Server configuration is a valid local IP address.

# IVR Messages

The following are Interactive Voice Response (IVR) messages.

## Error Message

```
%IVR-3-ABNORMAL_EXIT: TCL IVR Process PANIC: [chars], CallID [dec], Event [chars]
```

**Explanation** The TCL IVR call process exited for the specified call. The call process did not clear a prior call properly, so other events could not be processed. Only the specified call is affected.

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

## Error Message

```
%IVR-3-ABNORMAL_EXIT: TCL IVR Process for this call with CallID [dec] exits , bad event: [chars] received
```

**Explanation** The TCL IVR call process exited for the specified call. The call process did not clear a prior call properly, so other events could not be processed. Only the specified call is affected.

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

## Error Message

```
%IVR-2-APP_CRIT: [chars]\n
```

**Explanation** A critical message was reported by an TCL IVR application.

**Recommended Action** Since the message is generated by the TCL IVR application, the action to be taken is specific to the TCL IVR application. If the message describes an unexpected result received from the system, copy the relevant trace and the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

## Error Message

```
%IVR-2-APP_CRIT_R: [chars]\n
```

**Explanation** A critical message was reported by an TCL IVR application.

**Recommended Action** Since the message is generated by the TCL IVR application, the action to be taken is specific to the TCL IVR application. If the message describes an unexpected result received from the system, copy the relevant trace and the error message exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%IVR-3-APP\_ERR: [chars]\n

**Explanation** An error message was reported by an TCL IVR application.

**Recommended Action** Since the message is generated by the TCL IVR application, the action to be taken is specific to the TCL IVR application. If the message describes an unexpected result received from the system, copy the relevant trace and the error message exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%IVR-3-APP\_ERR\_R: [chars]\n

**Explanation** An error message was reported by an TCL IVR application.

**Recommended Action** Since the message is generated by the TCL IVR application, the action to be taken is specific to the TCL IVR application. If the message describes an unexpected result received from the system, copy the relevant trace and the error message exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%IVR-6-APP\_INFO: [chars]\n

**Explanation** An informational message was reported by an TCL IVR application.

**Recommended Action** Since the message is generated by the TCL IVR application, the action to be taken is specific to the TCL IVR application. If the message describes an unexpected result received from the system, copy the relevant trace and the error message exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%IVR-6-APP\_INFO\_R: [chars]\n

**Explanation** An informational message was reported by an TCL IVR application.

**Recommended Action** Since the message is generated by the TCL IVR application, the action to be taken is specific to the TCL IVR application. If the message describes an unexpected result received from the system, copy the relevant trace and the error message exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%IVR-4-APP\_WARN: [chars]\n

**Explanation** A warning message was reported by an TCL IVR application.

**Recommended Action** Since the message is generated by the TCL IVR application, the action to be taken is specific to the TCL IVR application. If the message describes an unexpected result received from the system, copy the relevant trace and the error message exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%IVR-4-APP\_WARN\_R: [chars]\n

**Explanation** A warning message was reported by an TCL IVR application.

**Recommended Action** Since the message is generated by the TCL IVR application, the action to be taken is specific to the TCL IVR application. If the message describes an unexpected result received from the system, copy the relevant trace and the error message exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%IVR-3-BAD\_IVR\_VERSION: Script requires version [dec].[dec], image supports [dec].[dec]

**Explanation** The IVR script requires a later version of the IVR infrastructure.

**Recommended Action** Upgrade the Cisco IOS software or use a different script.

**Error Message**

%IVR-3-BADSCRIPT: Could not parse malformed IVR script: [chars]

**Explanation** The system could not parse a malformed IVR script. This message is most likely generated by a syntax error.

**Recommended Action** Check the script and fix the syntax error.

**Error Message**

%IVR-3-INVALID\_SCRIPT: App [chars]: Invalid IVR script to handle callID [dec]

**Explanation** The specified call will be dropped due to an invalid script.

**Recommended Action** Ensure that the script exists on the server, is readable, and is supported.

**Error Message**

```
%IVR-3-LOW_CPU_RESOURCE: IVR: System experiencing high cpu utilization ([dec]/100). Call (callID=[dec]) is rejected.\n
```

**Explanation** The system does not have enough CPU resources available to accept a new call.

**Recommended Action** Ensure that the call setup rate is within the supported capacity of this gateway.

**Error Message**

```
%IVR-3-LOW_CPU_RESOURCE: IVR: System running on high cpu usage ([dec]/100). Call (callID=[dec]) is rejected.\n
```

**Explanation** The system does not have enough CPU resources available to accept a new call.

**Recommended Action** Ensure that the call setup rate is within the supported capacity of this gateway.

**Error Message**

```
%IVR-3-LOW_MEMORY: IVR: Sytem running on low memory. Free memory:Unrecognized format ` %l' bytes. Call is rejected.
```

**Explanation** The system does not have enough memory to accept calls.

**Recommended Action** Check to see what condition is causing low system memory.

**Error Message**

```
%IVR-3-LOW_MEMORY_RESOURCE: IVR: System running low on memory ([dec]/100 in use). Call (callID=[dec]) is rejected.\n
```

**Explanation** The system does not have enough free memory to accept a new call.

**Recommended Action** Ensure that the gateway has the recommended amount of memory for this Cisco IOS feature set and version.

**Error Message**

```
%IVR-3-NO_IO_MEMORY: [chars]: Failed to create pool_group [hex] buffer_pool [hex]
```

**Explanation** There is not enough I/O memory to create the IVR private pak pool.

**Recommended Action** Ensure that there is enough I/O memory.

**Error Message**

```
%IVR-3-NOPROMPT: Could not create IVR prompt [chars] errno=[dec]=[chars]
```

**Explanation** The IVR prompt could not be read.

**Recommended Action** Ensure that the prompt exists on the server and is readable.

**Error Message**

```
%IVR-3-NOSCRIPT: Could not load IVR script [chars] errno=[dec]=[chars]
```

**Explanation** The IVR script could not be read.

**Recommended Action** Ensure that the script exists on the server and is readable.

## IVR\_MSB Messages

The following are messages that refer to the Media Stream Module (used mainly by IVR systems).

**Error Message**

```
%IVR_MSB-3-INVALID_MAX_PROMPTS: [chars]: This version of IOS does not support  
prompt playout for IVR applications.\n
```

**Explanation** An IVR application has been used on a gateway that does not support the IVR prompt playout.

**Recommended Action** Ensure that this platform and the installed Cisco IOS version support the IVR feature set.

**Error Message**

```
%IVR_MSB-3-NO_IO_MEMORY: [chars]: Failed to create pool_group [hex] buffer_pool  
[hex] platform_mc_buf_pool_count [dec]\n
```

**Explanation** No I/O memory is available to create an IVR private packet pool.

**Recommended Action** Ensure that there is enough I/O memory.

**Error Message**

```
%IVR_MSB-3-NOPROMPT: Could not create IVR prompt\n [chars]\n errno=[dec]=[chars]
```

**Explanation** The audio file could not be read by the system.

**Recommended Action** Check to see that the IVR prompt exists on the server and is readable.

## IVR\_NOSIGNALING Messages

The following are Interactive Voice Response (IVR) system messages not related to call signaling.

### Error Message

```
%IVR_NOSIGNALING-3-LOW_CPU_RESOURCE: IVR: System experiencing high cpu utilization ([dec]/100). Application cannot be instantiated.\n
```

**Explanation** The system does not have enough CPU capacity to spawn a new instance of the IVR application.

**Recommended Action** Ensure that the call setup rate is within the supported capacity of this gateway.

### Error Message

```
%IVR_NOSIGNALING-3-LOW_MEMORY_RESOURCE: IVR: System running low on memory ([dec]/100 in use). Application cannot be instantiated.\n
```

**Explanation** The system does not have enough free memory to spawn a new instance of the IVR application.

**Recommended Action** Ensure that the gateway has the recommended amount of memory for this Cisco IOS software feature set and version.

## IXP1200\_CP Messages

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

### Error Message

```
%IXP1200_CP-1-CMDERR: [chars]: Command [hex] failed with status [hex]
```

**Explanation** A command was sent to the Encryption AIM, and it responded that the command contained an error. The details of the failure depend upon the circumstances, but in all likelihood the Encryption AIM is faulty and should be replaced.

**Recommended Action** The one-port Fast Ethernet coprocessor will most likely need to be replaced. 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**

```
%IXP1200_CP-3-DEACTIVATED: bay [[dec]] deactivated
```

**Explanation** The port adapter is being deactivated because it failed to successfully complete its initialization. Other messages in the log specify the exact cause of the failure.

**Recommended Action** If possible, correct any errors that were indicated by the other messages that were received at the same time that this message was received. Verify that the port adapter is properly seated in the bay.

**Error Message**

```
%IXP1200_CP-1-FUTIL: Flash Utilities were downloaded instead of the RAM Application
```

**Explanation** Flash utilities (FlashUtil) were downloaded onto the one-port Fast Ethernet coprocessor instead of the RAM application (RAMApp). The flash memory can be updated on the coprocessor, but no traffic can be run.

**Recommended Action** Remove any “ixp1200\_cp\_firmware” binary files that exist in the flash memory and remove the card. If this does not fix the problem, load a version of the Cisco IOS software that has RAMApp bundled instead of FlashUtil.

**Error Message**

```
%IXP1200_CP-3-HB_FAILURE: 1FE-CP HeartBeat Lost from slot [dec]
```

**Explanation** The IXP1200 is no longer receiving heartbeat messages from the line card in the slot indicated in the message.

**Recommended Action** If the one-port Fast Ethernet coprocessor backcard was removed, no action is required. If other heartbeat error messages are seen, 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**

```
%IXP1200_CP-1-HB_STOP: [chars] Heartbeats stopped due to IXP crash
```

**Explanation** The IXP1200 complex has failed.

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

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

#### Error Message

```
%IXP1200_CP-1-HPRX_CTX_MEM_POOL: Out of resources for [chars]. Requested [dec]
compression-connections, obtained [dec]
```

**Explanation** Insufficient memory is available to allocate all the contexts to the cRTP interfaces. More contexts were allocated by entering the **ip rtp compression-connection** command than the one-port Fast Ethernet coprocessor memory resources can accommodate.

**Recommended Action** Reduce the number of compression connections on some of the interfaces so that the sum for all interfaces does not exceed 6000.

#### Error Message

```
%IXP1200_CP-1-HPRXERR: Unexpected error received from CP, status [hex]
```

**Explanation** An unexpected error occurred during packet processing.

**Recommended Action** This message can occur occasionally during normal operation of the system. However, if it happens frequently, or is associated with traffic disruption, this condition indicates that the one-port Fast Ethernet coprocessor will most likely require replacement. 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

```
%IXP1200_CP-1-INITFAIL: CP: Initialization failed at [chars]
```

**Explanation** The one-port Fast Ethernet coprocessor would not reset properly. This condition indicates a hardware failure.

**Recommended Action** The one-port Fast Ethernet coprocessor will require replacement. 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

```
%IXP1200_CP-3-IXP1200_CP_DRIVERKILL: Unexpected request to terminate: 1FE-CP driver process ([chars])
```

**Explanation** The driver process for the one-port Fast Ethernet coprocessor was terminated unexpectedly.

**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

```
%IXP1200_CP-1-IXP_CRASH: [chars] IXP crashed due to [chars]
```

**Explanation** The IXP1200 complex has failed.

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

#### Error Message

```
%IXP1200_CP-3-IXP_CRASHINFO_FAIL: Failed to write IXP debug information.
```

**Explanation** IXP debugging information could not be written. The device on which the write operation was attempted is likely out of free space, or the write has encountered some other error.

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

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

#### Error Message

```
%IXP1200_CP-1-ME_FAIL: [chars] MicroEngines lost heart beat
```

**Explanation** The micro engines have failed.

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

#### Error Message

```
%IXP1200_CP-6-MULTDEV: Cannot support more than one 1 FE/Co-Processor
```

**Explanation** A second one-port Fast Ethernet coprocessor was discovered present in the system. The one-port Fast Ethernet coprocessor software supports only a single one-port Fast Ethernet coprocessor. All other one-port Fast Ethernet coprocessor that are installed will be ignored.

**Recommended Action** Remove one of the one-port Fast Ethernet coprocessors that is installed in your system.

#### Error Message

```
%IXP1200_CP-1-NOHW: One Port Fast Ethernet With Co-processor Assist not present in system
```

**Explanation** A user-entered command was issued that involves a one-port Fast Ethernet coprocessor back card, but none is present in the system.

**Recommended Action** The one-port Fast Ethernet coprocessor will most likely require replacement. 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**

%IXP1200\_CP-6-OUT\_OF\_RESOURCES: [chars] cannot utilize Co-Processor. Co-Processor limited to [dec] interfaces.

**Explanation** The one-port Fast Ethernet coprocessor can perform a hardware assist function only on the number of interfaces that is displayed in the error message.

**Recommended Action** Limit the hardware assist functions to the number of interfaces that is displayed in the error message.

**Error Message**

%IXP1200\_CP-1-POSTFAIL: [chars]: Power On Self Test failed, alert status [hex]

**Explanation** The power-on self-test for the one-port Fast Ethernet coprocessor has failed.

**Recommended Action** The one-port Fast Ethernet coprocessor will require replacement. 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**

%IXP1200\_CP-1-SA\_FAIL: [chars] StrongArm lost heart beat

**Explanation** The strongarm processor has failed.

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

**Error Message**

%IXP1200\_CP-6-STARTUP: [chars]: starting up

**Explanation** The specified one-port Fast Ethernet coprocessor has initialized successfully.

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

**Error Message**

```
%IXP1200_CP-1-UNEXPCMD: [chars]: Invalid command reply: expected [hex] received 0x[chars]
```

**Explanation** A command was sent to the Encryption AIM, and the reply to that command contained an unexpected reply code. The details of the failure depend upon the circumstances, but in all likelihood the Encryption AIM is faulty and should be replaced.

**Recommended Action** The one-port Fast Ethernet coprocessor will most likely require replacement. 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**

```
%IXP1200_CP-1-UNEXPECTEDEVENT: Process received unknown event [hex]
```

**Explanation** A process specific to the IXP1200 process has received an event that it could not process.

**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.

## JAGGER Messages

The following are WAN line card messages.

**Error Message**

```
%JAGGER-2-ASIC_INIT: Failed to initialize [chars] ASIC
```

**Explanation** This is probably a hardware problem.

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

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

**Error Message**

%JAGGER-2-BADPABAY: Out of range PCI Port Adaptor bay [dec]

**Explanation** The software has specified an out-of-range port adaptor bay.

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

**Error Message**

%JAGGER-4-BUSSTALL: Constellation BUS Stall detected

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

**Recommended Action** No action is required.

**Error Message**

%JAGGER-3-ERROR: [chars]

**Explanation** Informational.

**Recommended Action** No action is required.

**Error Message**

%JAGGER-4-FABRICCRCERRORS: [dec] Fabric crc error events in 100ms period

**Explanation** The fabric interface encountered more CRC errors than the Supervisor CRC error threshold allows.

**Recommended Action** The line card has notified the Supervisor and the fabric interface will be re-synchronized. No action is required.

**Error Message**

%JAGGER-4-FABRICSYNCERRS: [dec] Fabric sync error events in 100ms period

**Explanation** The fabric interface encountered more sync error events than the Supervisor sync error threshold allows.

**Recommended Action** The line card has notified the Supervisor and the fabric interface will be re-synchronized. No action is required.

**Error Message**

%JAGGER-3-IMAGESSAME: The rommon images are the same. No rommon upgrade is required.

**Explanation** A ROMmon upgrade was not carried out because the ROMmon images are the same.

**Recommended Action** No action is required.

**Error Message**

%JAGGER-6-INFO: [chars]

**Explanation** Informational.

**Recommended Action** No action is required.

**Error Message**

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

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

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

**Error Message**

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

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

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

**Error Message**

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

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

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

**Error Message**

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

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

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

**Error Message**

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

**Explanation** This message indicates that a stall was detected, but the backplane stall was longer than expected.

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

**Error Message**

%JAGGER-4-LYRAPATCH: Lyra Patch reset sequence invoked.

**Explanation** The Lyra patch reset sequence is being invoked.

**Recommended Action** No action is required if traffic recovers. Otherwise contact technical support representative.

**Error Message**

%JAGGER-4-LYRASEQERR: Lyra Sequence Error. Resetting port ASICs.

**Explanation** The Lyra ASIC detected a sequence error.

**Recommended Action** No action is required if traffic recovers. Otherwise, contact your technical support representative.

**Error Message**

%JAGGER-3-MEDUSAFATAL: Medusa Fatal Error. Resetting ASIC.

**Explanation** The Medusa ASIC received a fatal error.

**Recommended Action** No action is required if traffic recovers. Otherwise contact technical support representative.

**Error Message**

%JAGGER-5-MEDUSAMODECHANGE: MEDUSA Mode changed to [chars]

**Explanation** The Medusa device has changed the switching bus mode.

**Recommended Action** The Supervisor has changed the line card Medusa mode. No action is required.

**Error Message**

%JAGGER-3-MEMORYALLOCERR: unable to allocate memory

**Explanation** The memory allocation for the .srec file has failed.

**Recommended Action** Ensure that there is enough memory available.

**Error Message**

%JAGGER-3-NOFABRICPROCESS: No fabric process created

**Explanation** The fabric interface does not have a link process running; the system failed to create this process. This module will not support the fabric interface

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

**Error Message**

%JAGGER-3-OPENFILEERR: Unable to open file

**Explanation** The ROMmon upgrade file has failed to open.

**Recommended Action** Ensure that the appropriate .srec file is present in boot flash memory.

**Error Message**

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

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

**Recommended Action** 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 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**

%JAGGER-3-READFILEERR: Unable to read file

**Explanation** The read operation of the file has failed.

**Recommended Action** Ensure that the appropriate .srec file is present in boot flash memory.

**Error Message**

%JAGGER-3-SRECDECODEERR: unable to decode SREC file

**Explanation** The decode from the .srec file to the bin file has failed.

**Recommended Action** Ensure that the appropriate SREC file is present in boot flash memory.

**Error Message**

%JAGGER-4-UPGRADECOMPLETE: rommon upgrade completed. Please ensure that a host image is present in bootflash: and power cycle the CMM.

**Explanation** The ROMmon upgrade has been completed.

**Recommended Action** Power cycle the CMM.

**Error Message**

%JAGGER-3-UPGRADEFAILERR: Rommon upgrade failed.

**Explanation** The ROMmon upgrade has failed.

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

# JETFIRE\_SM Messages

The following are NAM Sensor network module messages.

## Error Message

```
%JETFIRE_SM-1-INITFAIL: NM slot [dec]: PCI device [dec] initialization failed
```

**Explanation** The initialization of the NAM Sensor network module has failed.

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

## Error Message

```
%JETFIRE_SM-1-MULTIPLEREGISTRATION: NM slot [dec]: PCI device [dec] multiple NAM service modules not allowed
```

**Explanation** another NAM sensor service module has already been installed.

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

## KERBEROS Messages

The following are Voice over IP (VoIP) for Cisco AS5800 messages.

### Error Message

```
%KERBEROS-3-FORKFAIL: Failed to fork process for [chars].
```

**Explanation** The system could not start a process. This message may indicate a low memory condition.

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

## KEYMAN Messages

The following are key string encryption messages.

### Error Message

```
%KEYMAN-4-KEYSTR_BAD_CRYPTO: Bad encrypted keystring for key id [dec].
```

**Explanation** The system could not successfully decrypt an encrypted key string. The key string may have been corrupted during system configuration.

**Recommended Action** Reenter the **key-string** command, and reconfigure the key string.

### Error Message

```
%KEYMAN-4-KEYSTR_CRYPTO_TYPE: Type [dec] encryption unknown. Interpreting  
keystring as literal
```

**Explanation** The format type was not recognized by the system. A key string format type value of 0 (unencrypted key string) or 7 (hidden key string), followed by a space, can precede the actual key string to indicate its format. An unknown type value will be accepted, but the system will consider the key string as being unencrypted.

**Recommended Action** Use the correct format for the value type, or remove the space following the value type.

## KINEPAK Messages

The following are Voice over IP (VoIP) for Cisco AS5800 messages.

**Error Message**

%KINEPAK-3-BADCB: Unexpected DSIP data callback for voice channel

**Explanation** An unexpected software event has occurred.

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

**Error Message**

%KINEPAK-3-CONTIGUOUS: Contiguous packet sent for transmit

**Explanation** A software error has occurred, causing an unexpected packet to be prepared for transmission and then dropped.

**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**

%KINEPAK-3-ERR\_DSPWARE\_DNLD: dsp[dec] cannot download dspware [chars]

**Explanation** A software error has occurred and has caused a failure to download a DSP component.

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

**Error Message**

%KINEPAK-3-ERR\_DSPWARE\_IMG: Cannot find dspware [chars] component

**Explanation** A software error has occurred and has caused a failure to download a DSP component.

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

**Error Message**

%KINEPAK-3-NODSPENTRY: No dsp entry in dsp list

**Explanation** The software structure that is used to maintain the DSP instance is missing.

**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**

%KINEPAK-3-NOMAILLEMENTS: Cannot create message buffer

**Explanation** A software error has occurred, resulting in failure to create the message buffer that sends messages among processes.

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

**Error Message**

%KINEPAK-3-NOPARTICLE: No particle available for ingress packet

**Explanation** A software error has occurred, resulting in failure to obtain a particle to hold an ingress packet from the DSP.

**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**

%KINEPAK-3-NOPARTICLEPOOL: Cannot create particle pool

**Explanation** A software error has occurred, resulting in failure to create the particle pool that receives packets from the DSP.

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

**Error Message**

%KINEPAK-3-NORXPAK: Static receive paktype unavailable

**Explanation** A software structure was found in an unexpected state during the runtime for the specified DSP.

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

## L2CAC Messages

The following are Layer 2 CAC messages.

### Error Message

```
%L2CAC-5-VC_BW_NOT_ENOUGH: VC [dec]/[dec] bandwidth is not enough to add this
Trunk port(channel). Total bandwidth is [dec] cps, but requires [dec] cps to add
this Trunk port(chanel)
```

**Explanation** The VC bandwidth is insufficient. To support this call, the VC bandwidth for the sustained cell rate has to be increased to accommodate the new calls.

**Recommended Action** Increase the VC bandwidth for the sustained cell rate.

## L2HW\_CM Messages

The following are Layer 2 hardware connection manager messages.

### Error Message

```
%L2HW_CM-3-CM_ERROR: Connection Manager Error - [chars].
```

**Explanation** An error occurred in the connection manager.

**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

```
%L2HW_CM-3-CM_INVALID_HANDLE: Connection Manager Error - Invalid [chars] handle -
[dec].
```

**Explanation** An error in the connection manager occurred because of an invalid handle.

**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

%L2HW\_CM-3-CM\_INVALID\_SEGMENT: Connection Manager Error - Invalid segment - [chars].

**Explanation** An error in the connection manager occurred because of an invalid segment.

**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

%L2HW\_CM-3-SM\_ERROR: Segment Manager Error - [chars].

**Explanation** An error occurred in the segment manager.

**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.

## L2R Messages

The following are L2RLY messages.

### Error Message

```
%L2R-4-DROP_PAK: l2r uid [dec] drop packet (type [hex]) from/to uid [dec] when [chars]
```

**Explanation** A packet was dropped.

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

### Error Message

```
%L2R-4-FRAGMENT_ERROR: fragmentation error (s_uid = [hex]) received
```

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

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

### Error Message

```
%L2R-4-INVALIDMSG: Invalid L2R message (msg_type [hex]) received from UID [dec] at line [dec]
```

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

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

## L3\_MGR Messages

The following are Layer 3 manager messages.

### Error Message

```
%L3_MGR-3-FLUSH: L3 MGR flush error: [chars]
```

**Explanation** The Layer 3 manager has encountered a flush error.

**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**

%L3\_MGR-3-ICC\_ASYNC: L3 MGR aysnc request failed: [chars]

**Explanation** The Layer 3 manager has received a null request failure message.

**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**

%L3\_MGR-3-L2\_FLUSH\_ENTRY: L3 MGR install l2 flush entry: [chars]

**Explanation** The Layer 3 manager has received a “failed status” message.

**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**

%L3\_MGR-3-NULL\_SVI: L3 MGR svi allocation error: [chars]

**Explanation** The Layer 3 manager cannot allocate an SVI.

**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**

%L3\_MGR-3-NULL\_VLAN: L3 MGR vlan allocation error: [chars]

**Explanation** The Layer 3 manager cannot allocate VLAN.

**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**

%L3\_MGR-3-REQ\_SEND: L3 MGR SEND error : [chars]

**Explanation** The Layer 3 manager has failed to send out the specified 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**

%L3\_MGR-3-RSP\_RCVD: L3 MGR RCVD error: [chars]

**Explanation** The Layer 3 manager has received an error packet.

**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**

%L3\_MGR-3-SW\_SHORTCUT: L3 MGR install sw shortcut: [chars]

**Explanation** The Layer 3 manager has received a bad status message.

**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.

## LANCE Messages

The following are LAN Controller Ethernet messages.

**Error Message**

%LANCE-4-BABBLE: Unit [dec], babble error, csr0 = [hex]

**Explanation** An Ethernet interface is malfunctioning.

**Recommended Action** Determine whether the malfunction stems from a software or hardware error by turning off all fast switching. Error messages showing that the packet is too large for the link indicate that a software error has occurred at a high level. Receiving no error messages indicates that a hardware error has occurred. Repair or replace the controller. If you receive an error message, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%LANCE-3-BADCABLE: Unit [dec], Transmits stalled. Check ethernet cable connection

**Explanation** The Ethernet cable is not connected.

**Recommended Action** Check the Ethernet cable connection.

**Error Message**

%LANCE-3-BADUNIT: Bad unit number [dec]

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

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

**Error Message**

%LANCE-5-COLL: Unit [dec], excessive collisions. TDR=[dec]

**Explanation** An Ethernet cable is broken or unterminated, or the transceiver is unplugged. The TDR counter is an internal LANCE counter that counts the time (in ticks of 100 ns each) from the start of a transmission to the occurrence of a collision. Because a transmission travels about 35 feet per tick, this value is useful to determine the approximate distance to a cable fault.

**Recommended Action** If the transceiver appears to be properly terminated, repair or replace the Ethernet interface card.

**Error Message**

%LANCE-1-INITFAIL: Unit [dec], initialization timeout failure, csr[dec]=[hex]

**Explanation** The hardware has failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message**

%LANCE-5-LATECOLL: Unit [dec], late collision error

**Explanation** An Ethernet transceiver is malfunctioning, the Ethernet is overloaded, or the Ethernet cable is too long.

**Recommended Action** Repair or replace the controller.

**Error Message**

%LANCE-5-LOSTCARR: Unit [dec], lost carrier. Transceiver problem?

**Explanation** An Ethernet transceiver is unplugged or defective.

**Recommended Action** Repair or replace the controller.

**Error Message**

%LANCE-1-MEMERR: Unit [dec], memory error, csr[dec]=[hex]

**Explanation** An Ethernet interface has detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message**

%LANCE-3-OWNERR: Unit [dec], buffer ownership error, pak = [hex]

**Explanation** An Ethernet interface is malfunctioning, or an internal software error has occurred.

**Recommended Action** Repair or replace the controller.

**Error Message**

%LANCE-3-SPURIDON: Unit [dec], spurious IDON interrupt, csr[dec]=[hex]

**Explanation** An Ethernet interface has generated a spurious Initialization Done interrupt.

**Recommended Action** Repair or replace the controller.

**Error Message**

%LANCE-3-UNDERFLO: Unit [dec], underflow error

**Explanation** The Ethernet hardware is requesting data faster than the system can supply it. This condition might indicate that the system is at the limit of its performance.

**Recommended Action** A small number of underflows might not be a cause for concern. You can monitor underflows with the **show interface** command. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

## LANE Messages

The following are LAN emulation (LANE) messages.

**Error Message**

%LANE-3-BADILMI: Unexpected ILMI event [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Download the system error log. Then contact your Cisco technical support representative and provide the representative with the log, the error message, and the router configuration.

**Error Message**

%LANE-3-BADNAME: ELAN name must be 1-32 characters long

**Explanation** A name that is longer than 32 characters identifying a LANE component has been entered by the user.

**Recommended Action** Reenter a shorter name.

**Error Message**

%LANE-3-BADTYPE: Inappropriate LAN type

**Explanation** An unexpected LAN type has been specified for a LANE component. Only Ethernet and Token Ring ELANs are supported.

**Recommended Action** Specify a valid LAN type.

**Error Message**

%LANE-6-INFO: [chars]

**Explanation** This is an informational message about the LANE subsystem.

**Recommended Action** No action is required.

**Error Message**

%LANE-3-LANE\_ERROR: [chars]

**Explanation** An internal error has occurred, indicating an inconsistency in the system that requires attention.

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

**Error Message**

%LANE-3-LANE\_SIG\_ERR: [chars]

**Explanation** An internal error has occurred while system routines were handling ATM signaling messages for LANE.

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

**Error Message**

%LANE-3-LEC\_BADAD: [chars] LEC unable to compute ATM address

**Explanation** The client cannot obtain an ATM address from the given configuration, or the autoassignment has failed to get an ATM prefix from the switch.

**Recommended Action** If you expect the switch to assign the prefix to the router, ensure that the ILMI is functional and the switch has a prefix configured. Otherwise, confirm that the client has an address in the NVRAM configuration.

**Error Message**

%LANE-3-LEC\_BAD\_CTL\_DIST\_TYPE: [chars] CTL DIST blli type wrong

**Explanation** An incorrect BLLI value was specified on the incoming circuit.

**Recommended Action** The originator of the circuit is not using the correct BLLI value for this type of circuit. The LANE standard defines these values, and the originator is violating the standard.

**Error Message**

%LANE-3-LEC\_CFG: [chars] CFG\_REQ failed, [chars] (LECS returned [dec])

**Explanation** The master LECS has refused the configuration request of the LEC.

**Recommended Action** Check your LECS configurations.

**Error Message**

%LANE-3-LEC\_CONTROL\_MSG: Received bad control message on interface [chars]

**Explanation** The LANE client has received an unexpected or inappropriate control message over one of its VCs.

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

**Error Message**

%LANE-3-LEC\_ERR: [chars]

**Explanation** A LANE client 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**

%LANE-6-LEC\_INFO: [chars]

**Explanation** This is an information message about the LANE client.

**Recommended Action** No action is required.

**Error Message**

%LANE-3-LEC\_JOIN: [chars] JOIN failed, [chars] (LES returned [dec])

**Explanation** The request of a LANE client to join its emulated ELAN has been rejected.

**Recommended Action** This message may be the result of user configuration errors (such as the LANE client attempting to join an incorrect ELAN or the ELAN not being configured in the LAN Emulation Server) or there were validation failures with the LAN Emulation Configuration Server (LECS).

**Error Message**

%LANE-3-LEC\_LISTEN: [chars] listen failed on [chars]

**Explanation** The LANE client could not register its address with ATM signaling to be able to accept calls on that address.

**Recommended Action** Reconfigure the client ATM address, which may be in conflict with another component that has the same ATM address.

**Error Message**

%LANE-3-LEC\_RD\_REGISTER: [chars] RD REGISTER failed for Route Descriptor [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**

%LANE-3-LEC\_REGISTER: [chars] REGISTER failed, [chars] (LES returned [dec])

**Explanation** An attempt to register a MAC-ATM address binding with the LES has failed.

**Recommended Action** The LES has already registered the requested MAC address-ATM address binding.

**Error Message**

%LANE-3-LECS\_ERROR: [chars]

**Explanation** An internal consistency 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**

%LANE-3-LEC\_SIGNAL: Unexpected SigAPI event [dec]

**Explanation** ATM signaling has sent the LANE client an unexpected message type.

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

**Error Message**

%LANE-6-LECS\_INFO: [chars]

**Explanation** This is an informational message about the LECS.

**Recommended Action** No action is required.

**Error Message**

%LANE-4-LECS\_WARNING: [chars]

**Explanation** The LECS address could not be registered with or deregistered from the switch using ILMI. The following reasons are possible:

- The switch prefix is not available.
- The address is not acceptable to the switch (the prefix does not conform).
- The interface over which this operation should take place is down.
- The ILMI subsystem on the router is not completely initialized.

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

**Error Message**

%LANE-3-LEC\_WRONG\_ELAN\_ID: [chars]: elan id mismatch: LECS indicates [int], LES indicates [int]

**Explanation** The ELAN-ID returned by the LES does not match the value given by the LECS or by the CLI.

**Recommended Action** Check the ELAN-ID configurations specified in the LECS database and the LES. The mismatch may be the result of misconfiguration.

**Error Message**

%LANE-3-LES\_ERROR: [chars]

**Explanation** A serious internal error has occurred with the LES or BUS.

**Recommended Action** Download the system error log. Then contact your Cisco technical support representative and provide the representative with the log, the error message, and the router configuration.

**Error Message**

%LANE-6-LES\_INFO: [chars]

**Explanation** This is an informational message about the LES.

**Recommended Action** No action is required.

**Error Message**

%LANE-3-LSV\_ADDR: [chars] elan [chars] unable to register LES/BUS ATM addr

**Explanation** The LANE server or BUS could not register its address with the ILMI.

**Recommended Action** Investigate why this error has occurred. The error may have occurred because a user-defined override address does not conform to the switch prefix or because there is a problem with the ATM switch with which the entity is registering.

**Error Message**

%LANE-3-LSV\_BADAD: [chars] elan [chars] unable to compute [chars] ATM address

**Explanation** The software was unable to compute an ATM address based on the ATM address template given. The text in [brackets] will be either *BUS*, *server*, or *config server* in the actual error message.

**Explanation** Enter a correct ATM address template for the LANE component (*BUS*, *server*, or *config server*) named in the error message.

**Error Message**

%LANE-3-LSV\_CRASH: [chars] elan [chars] unrecoverable error [chars]

**Explanation** A serious LES or BUS internal error has occurred.

**Recommended Action** Download the system error log. Then contact your Cisco technical support representative, and provide the representative with the log, the error message, and the router configuration.

**Error Message**

%LANE-4-LSV\_LECID: [chars] elan [chars] LECIDs exhausted

**Explanation** The LANE server specified has 65,279 clients. No more can be added.

**Recommended Action** Change the configuration to avoid trying to have more than 65,279 LANE clients on this server.

**Error Message**

%LANE-3-NAMECHG: A LANE Client is already running here using another elan name

**Explanation** Both the LANE client and the LANE server or BUS may have an emulated LAN name specified in the configuration because of the use of the **lane server-bus** and **lane client** commands. If both client and server specify the emulated LAN name, the name cannot be changed by reentering just one of the commands.

**Recommended Action** Use the **no lane server-bus** command to delete the LANE server or the **no lane client** command to delete the client. Then reenter the other of the two commands with another emulated LAN name. Finally, reenter the deleted command with the new emulated LAN name.

**Error Message**

%LANE-3-NOILMI: ILMI service registration failed

**Explanation** The ILMI feature is either not included in the Cisco IOS software image running on the router or it is not functioning properly.

**Recommended Action** Download the system error log. Then contact your Cisco technical support representative, and provide the representative with the log, the error message, and the router configuration.

**Error Message**

%LANE-3-NOINT: [chars] still destroying old sub-interface

**Explanation** An attempt was made to create a new subinterface while a previous version of the subinterface was still being destroyed.

**Recommended Action** Wait a minute and try again. If failure still occurs, try shutting down the main interface. In extreme cases, recovery may require rebooting.

**Error Message**

%LANE-3-NOREGILMI: [chars] [chars] cannot register [time-of-day]j with ILMI

**Explanation** An attempt to register the given ATM address with the ATM switch has failed. This failure can occur because the ATM switch is down or configured incorrectly. The registration will be retried.

**Recommended Action** If the situation persists after a number of attempts, and the switch is up, the configuration of the switch and router should be examined. A likely cause is that the ATM address being registered is not compatible with the parameters configured in the switch. Correct the configuration.

**Error Message**

%LANE-3-TYPECHG: A LANE Client is already running here using another elan type

**Explanation** Both the LANE client and the LANE Server or BUS may have an ELAN type specified in the configuration as a result of using the **lane server-bus** and **lane client** commands as either Ethernet or Token Ring. If both are configured, specify the type; the type cannot be changed by reentering just one of the commands.

**Recommended Action** Use the **no lane server-bus** command to delete the BUS or the **no lane client** command to delete the client. Then the other of the two commands can be reentered with a new type. Finally, reenter the deleted command with the new type.

**Error Message**

%LANE-5-UPDOWN: [chars] [chars] [chars]: [chars] changed state to [chars]

**Explanation** A LANE component has changed state to up or down.

**Recommended Action** If this event is expected, take no action. Otherwise, contact a Cisco technical support representative.

## LANMGR Messages

The following are IBM LAN Network Manager messages.

**Error Message**

%LANMGR-4-BADRNGNUM: Ring number mismatch on [chars], shutting down the interface

**Explanation** The router has detected a conflict in the assigned ring numbers for the specified Token Ring. The RPS function was shut down to prevent potentially incorrect information from being sourced onto the ring.

**Recommended Action** Check all bridges connected to this Token Ring and ensure that they are using the same assigned ring number.

**Error Message**

%LANMGR-4-BADUPCALL: Unexpected call ([chars]) from LLC2 for Bridge  
[hex]-[hex]-[hex]

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

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

**Error Message**

%LANMGR-2-NOMEMORY: No memory available: [chars]

**Explanation** The requested operation has failed because of a low memory condition.

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

**Error Message**

%LANMGR-4-NORING: No ring info for [chars]

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

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

**Error Message**

%LANMGR-4-OLDTRAMON: Cannot run RPS on [chars], Old TRAMON code.

**Explanation** The software on this interface cannot support the functions required for LNM.

**Recommended Action** Contact your Cisco technical support representative about a firmware upgrade for this interface card.

## LAPB Messages

The following are X.25 Link Access Procedure, Balanced, (LAPB) messages.

**Error Message**

%LAPB-3-BADPAYLOAD: Interface [chars], Invalid payload value: [chars]

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

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

**Error Message**

%LAPB-3-CONTEXTERR: [chars]: [chars]

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

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

**Error Message**

%LAPB-4-CTRLBAD: Interface [chars], Invalid control field

**Explanation** A received FRMR has reported a frame with an invalid control code.

**Recommended Action** Check the serial line and the devices attached to the line.

**Error Message**

%LAPB-4-FRAMEERR: Interface [chars], Frame error: CF [hex], VS [dec] [char] VR [dec], Reason [hex]

**Explanation** A FRMR frame was received, indicating that a protocol violation has been detected. The Reason field will be interpreted by generating INFOBAD, CTRLBAD, N1TOOBIG, or INVNR messages immediately after this message; refer to the explanations for these messages for more information.

**Recommended Action** The protocol will recover by resetting the service. Resetting the device will disrupt any network service on top of FRMR. For example, X.25 virtual circuits will be cleared. Follow the recommended action for any error message that follow the FRMR reports. If service becomes unacceptable, check the serial line and its attached devices.

**Error Message**

%LAPB-4-INFOBAD: Interface [chars], Info field not permitted

**Explanation** A received FRMR frame reported that an information field was present in a frame on which no information field is allowed.

**Recommended Action** Check the serial line and the device attached to the line.

**Error Message**

%LAPB-4-INVNR: Interface [chars], Invalid NR value

**Explanation** A received FRMR reported a frame with an invalid N(R) value.

**Recommended Action** Verify that the equipment attached to the serial line is configured with the same K value (maximum number of outstanding I frames).

**Error Message**

%LAPB-4-N1TOOBIG: Interface [chars], N1 too large

**Explanation** A received FRMR reported an information frame that was too long.

**Recommended Action** Verify that the equipment attached to the serial line is configured with the same N1 value. N1 is in bits and includes the entire frame plus 16 bits of CRC. However, some equipment may require configuration in octets, the omission of the two CRC octets, or the omission of the three octets of LAPB control information.

**Error Message**

%LAPB-2-NOBUF: Interface [chars], no buffer available to [chars]

**Explanation** There was insufficient memory for the LAPB protocol engine to send a message.

**Recommended Action** This message is acceptable if it occurs infrequently, because the LAPB protocol is designed to handle the loss of frames. However, frequent occurrences of the problem can cause a disruption of service. Configure the system to ease the memory demands or, if conditions warrant, upgrade the system to a larger memory configuration.

**Error Message**

%LAPB-3-NOINPIDB: Input idb not set

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

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

**Error Message**

%LAPB-3-NULLPAK: Interface [chars], NULL packet ptr, rvr [dec], vs [dec], vr [dec]

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

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

**Error Message**

%LAPB-3-TIMERERR: LAPB timer task cannot be created

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

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

# LAPP\_OFF Messages

The following are messages for fax offramp calls.

## Error Message L

%LAPP\_OFF-2-INTERNAL\_ERROR: Internal software error, [chars]

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

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

## Error Message

%LAPP\_OFF-4-LAPP\_OFF\_BAD\_MESSAGE: LAPP\_OFF- Bad message received

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

**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

%LAPP\_OFF-6-LAPP\_OFF\_CAUSE\_ABNORMAL: Call aborted (cause = [hex])

**Explanation** The call has been aborted because of an abnormality.

**Recommended Action** No action is required.

## Error Message

%LAPP\_OFF-6-LAPP\_OFF\_CAUSE\_NORMAL: Normal call clearing

**Explanation** A normal call clearing has occurred.

**Recommended Action** No action is required.

## Error Message

%LAPP\_OFF-6-LAPP\_OFF\_HANDOFF: T.37 Fax off-ramp call initiated

**Explanation** A fax offramp call has been initiated.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_OFF-2-LAPP\_OFF\_INTERNAL\_ERROR: Internal software error, [chars], cid=[dec]

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

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

**Error Message**

%LAPP\_OFF-4-LAPP\_OFF\_NO\_SMTP: mmsp- Can't connect to the SMTP server

**Explanation** An attempt to create a connection to the specified SMTP server has failed.

**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**

%LAPP\_OFF-4-LAPP\_OFF\_NO\_SMTP\_SEND: FAXMAIL- Could not \n send data to the SMTP server

**Explanation** A connection to the SMTP server has been created, but no data can be sent.

**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**

%LAPP\_OFF-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**

%LAPP\_OFF-4-SMTP\_NOT\_CONNECTED: SMTP- failed [chars], [dec]

**Explanation** An attempt to connect to a remote mail server has failed.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_OFF-6-SMTP\_OPEN: SMTP- opening [chars], [dec]

**Explanation** A connection is being attempted.

**Recommended Action** No action is required.

## LAPP\_ON\_MSGS Messages

The following are fax onramp calls messages.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_AUTH\_FAILED: User authentication failed

**Explanation** User authentication has failed.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_DMSP\_DISCONNECTED: Document Media Service (DMSP) disconnected

**Explanation** The DMSP has been disconnected.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_DMSP\_DISCONNECTED\_NO\_ROUTE: DMSP - no route - likely - ESMTP client did not connect to remote server

**Explanation** The ESMTP client did not connect to the remote server.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_FMSP\_DISCONNECTED: Fax protocol (FMSP) disconnected

**Explanation** The FMSP has been disconnected.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_INTERNAL: Internal error occurred

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

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_NO\_ESMTP\_CONNECT: ESMTP client did not connect or lost connection to remote server

**Explanation** The ESMTP client did not connect to or has lost its connection to the remote server.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_NO\_MEMORY: No memory available

**Explanation** A memory shortage has occurred.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_NORMAL: Normal call clearing

**Explanation** A normal call clearing operation has occurred.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_CAUSE\_VTSP\_DISCONNECTED: Telephony interface (VTSP) disconnected

**Explanation** The telephony interface has been disconnected.

**Recommended Action** No action is required.

**Error Message**

%LAPP\_ON\_MSGS-6-LAPP\_ON\_HANDOFF: T.37 Fax on-ramp call initiated

**Explanation** A fax onramp call has been initiated.

**Recommended Action** No action is required.

# LAT Messages

The following are DEC Local Area Transport (LAT) messages.

## Error Message

```
%LAT-3-BADDATA: Tty[t-line], Data pointer does not correspond to current packet
```

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

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

## Error Message

```
%LAT-3-BUFFULL: Tty[t-line], data buffer full with count [dec]
```

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

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

## Error Message

```
%LAT-3-NOSYNC: Tty[t-line], Output data ptrs out of sync with byte count
```

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

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

## Error Message

```
%LAT-3-NULLIDB: Null IDB pointer with destination [enet]
```

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

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

**Error Message**

```
%LAT-3-QBSPACED: Queue block at [hex] not found for HI connection
```

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

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

**Error Message**

```
%LAT-3-REUSE: Tty[t-line], Attempt to re-use slot array, empty = [dec], fill = [dec]
```

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

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

## LC Messages

The following are line card messages.

**Error Message**

```
%LC-2-BADIDB: LC interface idb incorrect, [hex]
```

**Explanation** The line card control block data structure has indicated an IDB value of zero.

**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**

```
%LC-2-BADINTERFACE: Out of range Line Card interface, [dec] on bay [dec]
```

**Explanation** The software has specified an out-of-range line card interface.

**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

%LC-2-BADLCCB: LC interface lccb incorrect, [hex]

**Explanation** The line card control block data structure was incorrectly set in the command data structure.

**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

%LC-2-BADLCSLOT: Out of range Line Card slot [dec]

**Explanation** The software specified a line card slot that is not within the allowed range.

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

%LC-2-BADSUBSLOT: Out of range Line Card slot [dec] Sub Module slot [dec]

**Explanation** The software specified a sub-module slot that is not within the allowed range.

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

```
%LC-3-BRINGUPFAIL: line card in slot [[dec]] failed to reset.
```

**Explanation** An attempt to reset and initialize the line card has timed out. The line card could not be reset.

**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

```
%LC-3-CIMUXERROR: CI-MUX: Serial Link [hex], Status [hex], [chars]
```

**Explanation** The cluster interconnect multiplexer FPGA on the RP has detected an error at the specified line card serial link. This error could be the result of line card FPGA logical errors, or the result of incorrect initialization of a line card serial link by the line card software driver. The line card has automatically been deactivated, and a recovery attempt will be made. If line card recovery attempts fail five times within an hour, the line card will be deactivated without further attempts at recovery.

**Recommended Action** Reactivate the line card by entering the **hw-module slot slot-number start** command, with *slot-number* being the slot number of the affected card. If this command fails to reactivate the line card, copy the message exactly as it appears on the console or in the system log. Enter the **show diag slot-number** command, with *slot-number* being the slot number of the affected card. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show diag slot-number** commands, with *slot-number* being the slot number of the affected card, and your pertinent troubleshooting logs.

**Error Message**

%LC-3-CLFPGAERROR: Line card common logic fpga (slot [dec]) error: [chars]

**Explanation** The line card common logic FPGA in the specified slot encountered an error. This error could be result of either a problem with the line card FPGA or an incorrect line card reset sequence by the line card software driver. Because of the severity of the error, the line card has automatically been deactivated and a recovery attempt will be made. If line card recovery attempts fail five times within an hour, the line card will be deactivated without further attempts at recovery.

**Recommended Action** Reactivate the line card by entering the **hw-module slot *slot-number* start** command, with *slot-number* being the slot number of the affected card. If this command fails to reactivate the line card, copy the message exactly as it appears on the console or in the system log. Enter the **show diag *slot-number*** command, with *slot-number* being the slot number of the affected card. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show diag *slot-number*** commands, with *slot-number* being the slot number of the affected card, and your pertinent troubleshooting logs.

**Error Message**

%LC-3-CONFIG: Recommended line card configuration exceeded

**Explanation** The aggregate throughput of the line cards exceeds the rated capacity of this system.

**Recommended Action** Refer to the configuration guidelines for the maximum allowed aggregate throughput of the line cards for the system.

**Error Message**

%LC-3-DEACTIVATED: line card in slot [[dec]] deactivated.

**Explanation** The line card is being deactivated.

**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**

%LC-3-EMPTY SLOT: No line card in slot [[dec]].

**Explanation** There is no line card in the slot.

**Recommended Action** Insert a line card in the slot or attempt to reseat the line card into the slot. If there is already a line card in the slot and it is not being detected, 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**

%LC-3-EXCESSERRORS: Errors seen on the line card (slot [dec]) exceeds the error threshold

**Explanation** The software is attempting to recover the line card from certain fatal errors such as the following:

- A line card serial link error
- A line card FPGA or device error
- Excessive interrupts
- A local processor firmware crash
- A loss of keepalive messages from the line card local processor
- A line card local processor firmware IPC initialization failure

The line card will automatically reinitialize after this error, unless the error occurs five times in one hour. If a line card encounters five such errors in one hour, the line card will be deactivated without further attempts at recovery.

**Recommended Action** Reactivate the line card by entering the **hw-module slot slot-number start** command, with *slot-number* being the slot number of the affected card, or by removing and reinserting the line card. Before manually removing and reinserting the line card, copy the message exactly as it appears on the console or in the system log and enter the **show diag slot-number** command, with *slot-number* being the slot number of the affected card. 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**, **show tech-support** and **show diag slot-number** commands, with *slot-number* being the slot number of the affected card, and your pertinent troubleshooting logs.

**Error Message**

%LC-3-FPGAREVNOTMATCH: [chars] ([dec]) Line card fpga requires min h/w revision of ([dec]. [dec])

**Explanation** A newer hardware revision of the line card is required in order for the current FPGA to function properly on this chassis.

**Recommended Action** Upgrade the hardware revision of the line card, or downgrade the version of the FPGA.

**Error Message**

%LC-3-FPGAREVNOTSUPPORTED: [chars] ([dec]) Line card requires fpga revision of ([dec]). Current fpga revision is ([dec])

**Explanation** The specified line card has a downlevel FPGA revision. A newer FPGA revision of the line card is required for functional operation on this chassis.

**Recommended Action** Upgrade the FPGA revision of the line card.

**Error Message**

%LC-3-IOTIMEOUT: RP CI-MUX FPGA read timeout (Slot [dec], Serial Channel [dec])

**Explanation** The cluster interconnect multiplexer FPGA on the RP could not complete a line card I/O read transaction. This error could be the result of a timing error inside the line card FPGA or the result of an incorrect line card I/O access attempt by the line card software driver. The line card has automatically been deactivated and a recovery attempt will be made. If line card recovery attempts fail five times within an hour, the line card will be deactivated without further attempts at recovery.

**Recommended Action** Reactivate the line card by entering the **hw-module slot slot-number start** command, with *slot-number* being the slot number of the affected card. If this command fails to reactivate the line card, copy the message exactly as it appears on the console or in the system log. Enter the **show diag slot-number** command, with *slot-number* being the slot number of the affected card. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show diag slot-number** commands, with *slot-number* being the slot number of the affected card, and your pertinent troubleshooting logs.

**Error Message**

%LC-3-LCCREATE: Unable to create driver for Line Card type [dec] in slot [dec]

**Explanation** A possible memory shortage or line card hardware 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

```
%LC-3-LCI2C_ERROR: [chars] Linecard I2C bus access failed at slot [dec], status = [hex]
```

**Explanation** The line card in the specified slot has experienced an I2C access failure. This problem often occurs when the I2C has failed to gracefully terminate the previous transaction and could be the result of a hardware or software error. The line card is automatically deactivated.

**Recommended Action** Reactivate the line card by entering the **hw-module slot *slot-number* start** command, with *slot-number* being the slot number of the affected card. If this command fails to reactivate the line card, copy the message exactly as it appears on the console or in the system log. Enter the **show diag *slot-number*** command, with *slot-number* being the slot number of the affected card. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show diag *slot-number*** commands, with *slot-number* being the slot number of the affected card, and your pertinent troubleshooting logs.

#### Error Message

```
%LC-2-LCRECUR: Recursive loop while getting the daughtercard info for LC type [dec]
```

**Explanation** While obtaining the daughter card information for the chassis MIB, the platform SNMP code has gone into an infinite loop.

**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**

%LC-2-LCSYNC: Line Card type [dec] in slot [dec] serial link sync failed.

**Explanation** A serial link synchronization in the specified slot has failed.

**Recommended Action** Check that the card is seated properly in the slot. 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**

%LC-2-LCWEDGED: Line Card type [dec] in slot [dec] wedged.

**Explanation** The line card in the specified slot could not be initialized.

**Recommended Action** Check that the card is seated properly in the slot. 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**

%LC-3-NOTSUPPORTED: LC in slot[dec] ([chars]) is not supported on this [chars]

**Explanation** This line card is not supported on this chassis or CPU card.

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

**Error Message**

%LC-3-PSALOADSHARE: MPLS loadsharing inconsistency for [IP\_address][IP\_network]

**Explanation** An unexpected inconsistency has occurred while programming the hardware forwarding engine for load sharing onto MPLS LSPs. The Packet Switching ASIC is used in Engine 2 line cards for IP and MPLS packet forwarding. It uses an mtrie-based lookup engine, micro-sequencers and other special hardware to assist in the packet forwarding process.

**Recommended Action** This message appears due to a transient condition that can happen in normal operation. It will be corrected automatically. No action is required.

**Error Message**

%LC-3-RECOVERY: Line card (slot [dec]) recovery in progress

**Explanation** A line card is recovering from a fatal error. This error could be caused by one of the following conditions:

- A line card serial link error
- A line card FPGA or device error
- Excessive interrupts
- A line card local processor firmware crash
- A loss of keepalive messages from the line card local processor
- A line card local processor firmware IPC initialization failure

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

**Error Message**

%LC-3-REVNOTSUPPORTED: LC in slot[dec] with hw version ([dec].[dec]) is old.  
Requires base h/w \n revision of ([dec].[dec]) for this line card

**Explanation** The line card has a downlevel hardware revision. A newer hardware revision is required for this line card to work properly with the current Cisco IOS software image.

**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

```
%LC-3-SANTAANA: Santa Ana Asic: [chars] [dec], Serial Channel [char] (slot [dec]),  
Error Status [hex] [chars][chars][chars]
```

**Explanation** The Santa Ana ASIC on the RP or the indicated line card has detected an error at the associated serial link. This error could be caused by the line card FPGA timing errors or by an incorrect line card serial link bring up by the line card software driver. The line card has been deactivated automatically and a recovery attempt will be made. If line card recovery attempts fail five times within an hour, the line card will be deactivated without further attempts at recovery.

**Recommended Action** Reactivate the line card by entering the **hw-module slot slot-number start** command, with *slot-number* being the slot number of the affected card. If this command fails to reactivate the line card, copy the message exactly as it appears on the console or in the system log. Enter the **show diag slot-number** command, with *slot-number* being the slot number of the affected card. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show diag slot-number** commands, with *slot-number* being the slot number of the affected card, and your pertinent troubleshooting logs.

#### Error Message

```
%LC-2-UNDEFCLC: Undefined Line Card type [dec] in slot [dec]
```

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

**Recommended Action** Ensure that the image you are running is supposed to support this card. Check that the card is properly seated. 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.

# LCB Messages

The following are Line Control Block (LCB) event process messages.

## Error Message

```
%LCB-3-LOCKFAILURE: Multiple LCB event processes scheduled
```

**Explanation** The LCB event process has failed to lock the semaphore that is used to prevent multiple LCB processes from running. Multiple LCB processes have been scheduled to run when they should not have been allowed to run at the same time.

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

## Error Message

```
%LCB-3-QUEUEFAILURE: LCB process unable to create event queue
```

**Explanation** The system could not create an LCB event queue, and the LCB process has quit. The operating system was unable to allocate adequate RAM space for the queue.

**Recommended Action** Try entering the command again after a few minutes. If the problem persists, it indicates a lack of RAM space. The router image may require more RAM than the router contains.

# LCCEF Messages

The following are ATM Cisco express forwarding (CEF) adjacency messages.

## Error Message

```
%LCCEF-3-MACSTR: adjacency ([chars]) has incorrect high word ([hex]) in its mac string
```

**Explanation** The CEF line card has received an adjacency with an incorrect MAC rewrite string. Packets forwarded to that adjacency will be dropped.

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

**Error Message**

%LCCEF-3-OUTINFO: adjacency ([chars]) has incorrect output\_info ([hex]) field

**Explanation** The CEF line card has received an adjacency with an incorrect OUTPUT\_INFO field. Packets forwarded to that adjacency will be dropped.

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

## LCCOREDUMP Messages

The following are line card core dump subsystems messages.

**Error Message**

%LCCOREDUMP-3-BADCLOSE: Can't close slave core socket for slot [dec]

**Explanation** The system has just finished dumping a core file from a line card. The system tried and failed to close the core file on the remote system.

**Recommended Action** Verify the network connections and user privileges.

**Error Message**

%LCCOREDUMP-3-BADOPEN: Can't open slave core socket for slot [dec]

**Explanation** The system wants to dump a core file to a remote system, but the system is unable to open the remote file.

**Recommended Action** Ensure that the remote system is accessible and that the protocol is set up correctly.

**Error Message**

%LCCOREDUMP-3-BADWRITE: Can't write [chars] to slave core socket for slot [dec]

**Explanation** The system is trying to write a core dump file to a remote system. The file was opened, and an error has occurred during a write to the file.

**Recommended Action** Verify that the network is functioning and that there is available disk space.

**Error Message**

%LCCOREDUMP-2-EOM: Cannot allocation memory for [chars]

**Explanation** The system cannot allocate memory for the core dump subsystem.

**Recommended Action** Add more memory.

**Error Message**

%LCCOREDUMP-3-ILLNVGEN: Illegal call to bflc\_cfg\_coredump\_nvgen

**Explanation** The NVGEN routine was called, but NVGEN was not set.

**Recommended Action** Gather information about the processes running on this GSR, including the traceback, and contact your Cisco technical support representative.

**Error Message**

%LCCOREDUMP-3-ILLPAK: Coredump packet received from slot [dec] (not in dump state)  
[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]  
[hex] [hex]

**Explanation** The RP has received a core dump packet from a line card that should not be dumping core.

**Recommended Action** Gather information about the state of the line cards and contact your Cisco technical support representative.

**Error Message**

%LCCOREDUMP-3-ILLTD: Testdump only valid on line cards (not allowed on RPs)

**Explanation** You cannot run a line card core dump test for an RP.

**Recommended Action** Do not try to run a line card core dump test for an RP.

**Error Message**

%LCCOREDUMP-6-LERP: Cannot configure linecard exceptions for [chars] RP

**Explanation** The **exception line card** commands can be used only to configure exceptions on a line card. You cannot use an exception line card command to configure RP core dumps.

**Recommended Action** Use the **exception** command without a line card specified to configure RP core dumps.

**Error Message**

%LCCOREDUMP-3-NOMCP: Cannot malloc memory for mbus core dump message to slot [dec]

**Explanation** The system is trying to write a core dump file to a remote system, but it could not allocate memory to create the message that starts the core dump process.

**Recommended Action** Add memory.

**Error Message**

%LCCOREDUMP-4-NOMDD: [chars] core dump for slot [dec] (Cannot modify during dump)

**Explanation** The system is currently dumping a core file for this line card. You cannot modify core dump configuration during a core dump.

**Recommended Action** Wait for the core dump to finish.

**Error Message**

%LCCOREDUMP-3-NOPAK: No packet on queue ([hex] [dec])

**Explanation** The RP has received a core dump packet from a line card that should not be dumping core.

**Recommended Action** Gather information about the state of the line cards and contact your Cisco technical support representative.

**Error Message**

%LCCOREDUMP-3-NOPROC: Unable to create data handler process

**Explanation** The system is attempting to write a core dump file to a remote system, but it is unable to start a process to dump the file.

**Recommended Action** Gather information about the number of processes running, including the amount of memory in the system, and contact your Cisco technical support representative.

**Error Message**

%LCCOREDUMP-3-NOQUEUE: Cannot create queue to receive dump packets for slot [dec]

**Explanation** The system is trying to write a core dump file to a remote system. It could not create a queue to hold dump data coming from the line cards.

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

**Error Message**

%LCCOREDUMP-4-TIMEOUT: [chars] ([hex] [dec])

**Explanation** The system is trying to write a core dump file, but the RP timed out while the system was waiting for the data from the line card.

**Recommended Action** Gather information about the line card and contact your Cisco technical support representative.