

LCINFO Messages

The following are line card crash information subsystem messages.

Error Message

```
%LCINFO-3-CRASH: Line card in slot [int] crashed
```

Explanation The line card in the specified slot has crashed and sent a CRASH_START message to the RP. The RP is waiting for the rest of the crash information from the line card, including stack trace, context, and version, to be sent via the Mbus. This information should be sent a few milliseconds after the CRASH_START message is received. The RP software has not otherwise been notified of the line card crash. The RP software will receive notification of the line card crash after all the crash information has been sent to the RP. In the unlikely event that the subsequent crash information messages are not received by the RP within a reasonable time limit (perhaps 10 seconds), the RP will print a TIMEOUT error message and will report to the rest of the RP software that the line card has crashed.

Recommended Action Report this defect to your Cisco technical support representative. Report as much information about the line card in question as possible, including the output of the **show context summary**, **show context slot *n***, and **show tech-support *n*** commands, as well as the **show tech-support** command from the RP.

Error Message

```
%LCINFO-3-INVDEV: Invalid line card number in MBUS callback (LC=[int])
```

Explanation The line card crash information subsystem on the RP was called from the Mbus subsystem with an invalid device identifier. The device in this case should be the slot number of the line card, but the slot number was out of range. This condition indicates a software defect in the system.

Recommended Action Report this defect with as much information about the Mbus subsystem as possible to your Cisco technical support representative. There is no adverse effect to the RP because it ignores the invalid callback and continues. If this problem persists, reboot the router. It is unlikely but possible that this problem is due to defective Mbus hardware somewhere in the system, most likely within the RP Mbus module.

Error Message

```
%LCINFO-3-INVSTATE: Line card crash server in bad state (LC=[int],state=[int])
```

Explanation The line card crash information subsystem for the specified line card is in an unknown state. This error is caused by a software defect in that subsystem.

Recommended Action Report this defect to your Cisco technical support representative providing as much information as possible about the Mbus subsystem and the line card crash information subsystem.

Error Message

%LCINFO-3-NOBUF: Could not malloc line card crash structures on RP (size=[int])

Explanation The RP could not allocate memory for line card crash data structures at the time of startup. This condition is not serious, but the underlying memory shortage at time of startup will probably cause the router to run poorly or prevent the router from starting.

Recommended Action Research the memory shortage problem or add more memory.

Error Message

%LCINFO-3-NOBUFLC: Could not malloc line card crash info buffer on RP (LC=[int],bufnum=[int],size=[int])

Explanation The RP could not allocate memory to one or more buffers to hold line card crash information at startup time. This condition is not serious, but the underlying memory shortage at time of startup will probably cause the router to run poorly or prevent the router from starting.

Recommended Action Research the memory shortage problem and, if necessary, add more memory.

Error Message

%LCINFO-3-NOPROCESS: Failed creating line card complete process

Explanation When creating the “CRASH COMPLETE” process for the crash information subsystem, the create_process call has failed. This condition should not occur and is probably caused by a software defect or hardware failure. This error should happen only during initialization.

Recommended Action Reboot the system. If the condition persists on subsequent reloads of the system, report the problem to your Cisco technical support representative and reload the system with a different image.

Error Message

%LCINFO-3-TIMEOUT: Timeout waiting for crash info from slot [int]

Explanation The “CRASH INFORMATION COMPLETE” timer has expired. When a line card crashes, it sends information to the RP for debugging and analysis. When the “START OF CRASH” message is received, a timer is set for approximately 10 seconds. The line card has 10 seconds to send all the crash information to the RP. This information is not a crash dump—this is a small amount of information that usually includes data such as context and stack trace. The crash information is less than 8K bytes in size. If an “END OF CRASH INFORMATION” message is not received before the timer goes off, the crash information record is closed (containing partial information), this message is displayed, and the rest of the system is notified that the line card has crashed (at which point it is probably reloaded). If the line card sends more crash information after the timer expires and before the system resets the line card, additional “UNXMSG” error messages might be displayed.

Recommended Action No action is required specifically because this message was displayed. Because the line card has crashed, there might be other defects to report. If this message is seen and a line card has not crashed, report this defect to your Cisco technical support representative along with the output of the usual commands, including the **show tech-support** command on the RP and on the line card that did not crash but was mentioned in this error message.

Error Message

```
%LCINFO-4-TRUNC: Crash record ([int]=[chars]) truncated  
(expected=[int],actual=[int])
```

Explanation A line card has crashed and was sending crash information to the RP. The RP received a “CRASH RECORD START” message that indicated the data would be a certain number of bytes in length. Before the indicated number of bytes were received, the RP received another “CRASH RECORD START” message indicating the start of another record. The current record is marked as truncated, the next record is received, and the problem is noted in this error message. This should be noted as a problem, but might be only a symptom of another underlying problem, because this message was triggered by a line card that has crashed.

Recommended Action Report this defect, providing as much information as possible about the Mbus subsystem and the line card crash information subsystem to your Cisco technical support representative.

Error Message

```
%LCINFO-4-UNXMSG: Unexpected crash info msg type ([chars]) in state [chars]  
(LC=[int])
```

Explanation The line card crash information subsystem has received a message that is unexpected for the state it is in. The state and message type are given in the error message. This occurrence does not have any adverse effect on the RP because it ignores the message and recovers from this occurrence. The sender of these messages is a line card that is crashing; therefore, the source of the crash on the line card is more significant. If this message occurs without a line card crash, it is due to a stray or errant Mbus message that warrants investigation. This condition could also be caused by a dropped Mbus message.

Recommended Action Find the source of the crash on the line card if one was crashing when the message has occurred. If no line card crashed, report this defect to your Cisco technical support representative, providing as much information as possible about the Mbus subsystem and the line card crash information subsystem. If this message persists, rebooting the router might help eliminate this message.

LCLOG Messages

The following are Internet router line card logger subsystem messages.

Error Message

```
%LCLOG-3-INVDEV: Invalid line card number in MBUS callback (LC=[int])
```

Explanation The line card crash info subsystem on the RP was called from the Mbus subsystem with an invalid device identifier. The device in this case should be the slot number of the line card, but the slot number was out of range. This condition indicates a software defect in the system.

Recommended Action Report this defect, providing as much information as possible about the Mbus subsystem to your Cisco technical support representative. There is no adverse effect to the RP because it ignores the defective callback and continues. If the problem is recurring, reboot the router. It is unlikely but possible that the problem is caused by malfunctioning Mbus hardware somewhere in the system, most likely within the RP Mbus module.

Error Message

%LCLOG-3-INVSTATE: LC logger in bad state (LC=[int],state=[chars],msg=[chars])

Explanation The line card logger subsystem for the specified line card is not in the state expected for the message it received. This condition is probably caused by a software defect in that subsystem, although it could also be caused by a dropped Mbus message.

Recommended Action Report this defect to your Cisco technical support representative, providing as much information as possible about the Mbus subsystem and the line card logger subsystem.

Error Message

%LCLOG-3-MSGGIANT: LC log msg larger than max allowed (LC=[int],length=[int])

Explanation The RP part of the line card logger server has received a log start message that is larger than the maximum size allowed by the log buffer. This condition is probably due to a software defect.

Recommended Action Report this defect to your Cisco technical support representative, providing as much information as possible about the Mbus subsystem and the line card logger subsystem.

Error Message

%LCLOG-3-MSGTOOBIG: LC log msg longer than expected
(LC=[int],len=[int],exp=[int])

Explanation The RP part of the line card logger server has received more text for a message than was indicated by the start message. This condition is probably due to a software defect.

Recommended Action Report this defect to your Cisco technical support representative, providing as much information as possible about the Mbus subsystem and the line card logger subsystem.

Error Message

%LCLOG-3-OVERFLOW: LC log msg longer than msg buffer
(LC=[int],len=[int],max=[int])

Explanation The RP part of the line card logger server has received more text for a message than the message log buffer can fit. This condition is probably due to a software defect.

Recommended Action Report this defect to your Cisco technical support representative, providing as much information as possible about the Mbus subsystem and the line card logger subsystem.

LDP Messages

The following are Label Distribution Protocol (LDP) messages.

Error Message

```
%LDP-4-ADV: Label advertisement mode (DU/DoD) mismatch with peer [chars], resolved to [chars].
```

Explanation A disagreement about the label distribution mode to be used with an LDP peer has been resolved according to the LDP protocol specification. For LCATM links, when there is a disagreement, the protocol specification requires that the session use Downstream on Demand mode. When there is a disagreement for frame-based links, the protocol requires that the session use Downstream Unsolicited mode.

Recommended Action This is an informational message. The system will recover from this situation by terminating the TDP session and attempting to establish a new session with the peer. If this message occurs repeatedly, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%LDP-3-AUTOCFG: Interface [chars] is in an unexpected autoconfig state [hex], [chars] request.
```

Explanation An interface is in an unexpected LDP auto config state. This could impact the LDP session running on this interface

Recommended Action Copy the message exactly as it appears and report it to your technical service representative.

Error Message

```
%LDP-5-CLEAR_NBRS: Clear LDP neighbors ([chars]) by [chars]
```

Explanation One or more LDP neighbor sessions has been reset

Recommended Action No action is required.

Error Message

```
%LDP-5-GR: [chars]
```

Explanation An informational LDP notice was generated for a Graceful Restart event.

Recommended Action No action is required.

Error Message

%LDP-3-ISYNC: [chars]

Explanation An unexpected error happened in LDP-IGP Synchronization operation.

Recommended Action Copy the message exactly as it appears and report it to your technical service representative.

Error Message

%LDP-3-MALFORMED_MSG: peer [chars]; format error for msg type [hex]

Explanation A malformed LDP message has been received from an LDP peer.

Recommended Action This is informational message. The system will attempt to recover from this situation by terminating the TDP session and attempting to establish a new session with the peer. 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

%LDP-5-NBRCHG: [chars] Neighbor [chars] is [chars]

Explanation An LDP neighbor has either come up or gone down. The message describes the change for it.

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

Error Message

%LDP-4-PTCL: peer [chars], [chars]

Explanation A violation of the LDP by an LDP peer has been detected.

Recommended Action This is informational message. The system will attempt to recover from this situation by terminating the TDP session and attempting to establish a new session with the peer. 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

%LDP-5-SP: [chars]

Explanation An informational LDP notice was generated for a Session Protection event.

Recommended Action No action is required.

Error Message

```
%LDP-3-UNKNOWN_MPLS_APP: [chars] [chars] message from [chars]; [chars];
```

Explanation An LDP message with an unknown label type or address family has been received from a peer, and the message has been dropped.

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

LES_FDDI Messages

The following are LAN Emulation Server and FDDI messages.

Error Message

```
%LES_FDDI-2-ILLEGAL: WARNING: Illegal FDDI Configuration
```

Explanation The router does not have enough I/O memory to support an FDDI interface. The FDDI interface requires at least 4 MB of I/O memory.

Recommended Action Install the required amount of I/O memory. For maximum performance, Cisco recommends installing 8 MB of I/O memory for a single FDDI NIM, and 16 MB of I/O memory if 2 FDDI NIMs are installed. With 4 MB of I/O memory, the system will create 256 FDDI buffers for one FDDI interface or 384 buffers for two FDDI interfaces. With 8 MB of I/O memory, the system will create 512 FDDI buffers for either one or two FDDI interfaces. With 16 MB of I/O memory, the system will create 512 FDDI buffers for one FDDI interface or 1024 buffers for two FDDI interfaces.

LEX Messages

The following are LAN Extension messages.

Error Message

```
%LEX-3-NOTSENT: Serial line down, [chars] : [chars] not sent
```

Explanation The serial line has gone down, and the specified command was not sent to the LAN Extender.

Recommended Action Determine why the serial line went down; for example, if the cable was pulled, or the LAN Extender was powered off. The command will automatically be resent when the serial interface is operational.

Error Message

%LEX-3-RCMDNAK: [chars] : [chars] could not be processed by LAN Extender

Explanation The LAN Extender could not process the command from the host router. Possible causes are as follows:

- The LAN Extender has run out of memory.
- The message from the host router is malformed.
- A request to write Flash memory occurred while the LAN Extender was busy writing Flash memory for a previous request.
- The size of a file to be downloaded is greater than the amount of Flash memory available.

Recommended Action If the command was **copy tftp lex number** or **copy flash lex number**, ensure that the correct FLEX image file is specified. Only a single copy request can be handled at one time. If the problem was caused by a temporary out-of-memory condition on the LAN Extender, reenter the command.

Error Message

%LEX-3-RCMDREJ: [chars] : [chars] could not be processed by LAN Extender

Explanation The LAN Extender did not recognize the code for the specified remote command. This condition might occur if the user is running old LAN Extender software with newer host router software that has support for new LEX remote commands.

Recommended Action Update the LAN Extender software.

Error Message

%LEX-3-TIMEOUT: Retry count exceeded for [chars] : [chars]

Explanation The host router resent the given message as many times as specified in the **lex retry-count** command configuration variable, without receiving an acknowledgment from the LAN Extender. At this point, the host router gives up trying to send this particular remote command message.

Recommended Action Use the LEDs on the LAN Extender to determine if it is operational. Confirm that the **lex timeout configuration** command is set appropriately for the speed of the link.

LIBT2F Messages

The following are text to fax library messages.

Error Message

%LIBT2F-3-ENGINE_FAILED: The text2fax engine failed

Explanation The text to fax engine has failed. This error was most likely caused by a memory limitation or the passing of illegal data into the text to fax engine. The fax transmission will be aborted.

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

Error Message

%LIBT2F-3-GETBUFFER_FAILED: Cannot allocate a packet \n from shared memory

Explanation The system is running low on packet memory, and the fax cannot be sent correctly.

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

Error Message

%LIBT2F-2-NEW_CONTEXT: A new text2fax context could not be created

Explanation An internal error has occurred in the initialization of the text to fax engine. The fax transmission will be aborted.

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

Error Message

%LIBT2F-3-NULL_BUFFER: A text buffer is NULL

Explanation An internal error has occurred in the text buffer processing. The fax transmission be aborted.

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

LIBTIFF Messages

The following are Tagged Image File Format (TIFF) library messages.

Error Message

```
%LIBTIFF-3-BAD_DIALPEER: Invalid dial peer tag [dec]
```

Explanation An invalid Media Mail over IP dial peer tag was received.

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

Error Message

```
%LIBTIFF-4-COPY_QUALITY: Bad copy quality on tty \n [dec]
```

Explanation An error was caused by noisy phone lines or a defective modem.

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

```
%LIBTIFF-3-ENGINE_FAILED: The tiff engine failed
```

Explanation The TIFF engine has failed. This error was most likely caused by a memory limitation or the passing of illegal data into the TIFF engine. The fax transmission will be aborted.

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

Error Message

```
%LIBTIFF-3-GETBUFFER_FAILED: Cannot allocate a packet  
from shared memory
```

Explanation The system is running low on packet memory. The fax cannot be sent correctly.

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

Error Message

%LIBTIFF-3-INVALID_BUFFER: A tiff buffer is invalid

Explanation An internal error has occurred in the TIFF buffer processing. The fax transmission will be aborted.

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

Error Message

%LIBTIFF-3-NEW_CONTEXT: A new tiff context could not be created

Explanation An internal error has occurred in the initialization of the TIFF engine. The fax transmission will be aborted.

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

Error Message

%LIBTIFF-3-NULL_BUFFER: A tiff buffer is NULL

Explanation An internal error has occurred in the TIFF buffer processing. The fax transmission will be aborted.

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

LINECARD Messages

The following are Node Route Processor (NRP) line card messages.

Error Message

%LINECARD-3-NRP_BADSTATUS: NRP slot [dec] subslot [dec] invalid Mailbox status area contents or unreachable.

Explanation The mailbox status area contents are invalid or missing.

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

Error Message

%LINECARD-3-NRP_CONFIG: NRP slot [dec] subslot [dec] invalid Mailbox config area contents or unreachable.

Explanation The mailbox configuration area contents are invalid or missing.

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

Error Message

%LINECARD-3-NRP_CRASHING: NRP slot [dec] subslot [dec] crashing.

Explanation An NRP subslot on the line card has failed.

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

Error Message

%LINECARD-3-NRP_CRASHREBOOT: NRP slot [dec] subslot [dec] crashed and rebooted.

Explanation An NRP slot on the line card has failed, and the router has rebooted.

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

Error Message

%LINECARD-3-NRP_NONOP: NRP slot [dec] subslot [dec] non-operational.

Explanation An NRP slot on the line card has failed.

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

Error Message

%LINECARD-3-NRP_SECONDARYDEAD: NRP slot [dec] subslot [dec] reports EHSA secondary down.

Explanation The EHSA secondary has gone down.

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

Error Message

%LINECARD-3-NRP_SECONDARY_TO_PRIMARY: NRP slot [dec] subslot [dec] EHSA secondary to primary cutover.

Explanation An EHSA secondary-to-primary cutover 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

%LINECARD-3-NRP_SECONDARYUP: NRP slot [dec] subslot [dec] reports EHSA secondary up.

Explanation The EHSA secondary has gone up.

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

LINEPROTO Messages

The following are Line Protocol messages.

Error Message

%LINEPROTO-5-UPDOWN: Line protocol on Interface [chars], changed state to [chars]

Explanation The data link level line protocol has changed state.

Recommended Action No action is required.

LINK Messages

The following are data link messages.

Error Message

%LINK-3-BADENCAP: Interface [chars], Bad encapsulation code ([dec])

Explanation The lower-level software was unable to write a MAC header for a datagram. A configuration error has probably 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

%LINK-3-BADMACREG: Interface [chars], non-existent MACADDR registry for link [dec]

Explanation An attempt to map a network level address to a MAC level address has failed.

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

Error Message

%LINK-4-BADQID: Interface [chars], bad output queue ID specified ([dec]). Packet dropped

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

%LINK-2-BADVCALL: Interface [chars], undefined entry point

Explanation An internal software error has occurred. The high-level system code tried to use an unimplemented entry point with the virtual IDB driver.

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

Error Message

%LINK-6-BERTSTATUS: Interface [chars], [chars]

Explanation BERT has been completed for this interface.

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

Error Message

%LINK-3-BOGUSENCAP: Interface [chars], bad encapsulation in idb->enctype = [hex]

Explanation A serial interface has been configured with an unknown encapsulation.

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

Error Message

%LINK-5-BOOTP: [chars] address [IP_address], resolved by [IP_address]

Explanation An interface IP address was successfully learned dynamically through BOOTP. The first address specified in the message is the learned IP address. The second IP address specified in the message is the IP address of the BOOTP server that provided the information.

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

Error Message

%LINK-4-BRIDGECONFLICT: Interface [chars], encapsulated BPDU recvd from [enet]

Explanation An FCIT running in nonencapsulating transparent mode has detected an FDDI bridge running in encapsulation mode on the same fiber. This condition indicates an unstable situation and should be corrected. The incoming interface is displayed, along with the FDDI MAC address in standard form.

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

Error Message

%LINK-5-CHANGED: Interface [chars], changed state to [chars]

Explanation The interface hardware has changed state.

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

Error Message

%LINK-3-COMPREG: Interface [chars], non-existent (de)compression registry. Packet dropped

Explanation A software or hardware error has occurred.

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

Error Message

%LINK-3-EMPTYPAK: Interface [chars], empty packet dequeued; linktype [dec], queue [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

%LINK-4-FDDI STAT: Interface [chars], FDDI state [chars] detected

Explanation A state change has occurred on the FDDI ring.

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

Error Message

%LINK-3-IDBLISCRE: Unable to create [chars] interface list

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

%LINK-3-IDBLISINS: Not able to insert interface [chars] into [chars] list

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

%LINK-2-INTVULN: In critical region with interrupt level=[dec], intfc=[chars]

Explanation An internal software error has occurred. The high-level system code has attempted to call this routine with interrupts enabled.

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

Error Message

%LINK-2-LINE ST: No linestate vector for [chars]

Explanation An internal software inconsistency 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

```
%LINK-5-LOOPSTATUS: Interface [chars], [chars]
```

Explanation The interface has entered or exited loopback.

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

Error Message

```
%LINK-4-NOMAC: A random default MAC address of [enet] has  
been chosen. Ensure that this address is unique, or specify MAC  
addresses for commands (such as 'novell routing') that allow the  
use of this address as a default.
```

Explanation An addressing inconsistency has occurred.

Recommended Action Ensure that the specified address is unique, or specify MAC addresses for commands such as **ipx routing** that allow the use of this address as a default.

Error Message

```
%LINK-2-NOSOURCE: Source 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. 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

```
%LINK-4-NOSSB: SSB deleted with timer running
```

Explanation An internal software error has occurred.

Recommended Action No action is required. The problem has been corrected, and router operation has not been impaired.

Error Message

```
%LINK-5-RARP: [chars] address [IP_address], resolved by [IP_address]
```

Explanation RARP has resolved an IP address.

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

Error Message

%LINK-0-REENTER: Fatal reentrancy, level=[dec], intfc=[chars]

Explanation An internal software error has occurred. The system code has attempted to access a critical data structure that was already in use.

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

Error Message

%LINK-5-REMLoop: Interface [chars], remote loop [chars] [chars]

Explanation The interface has entered or exited a remote loopback.

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

Error Message

%LINK-5-SLARP: [chars] address [IP_address], resolved by [IP_address]

Explanation The SLARP has resolved an IP address.

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

Error Message

%LINK-4-TOOBIG: Interface [chars], Output packet size of [dec] bytes too big

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

%LINK-3-TOOSMALL: Interface [chars], Output runt packet of [dec] bytes

Explanation An output packet has been detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this error message.

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

Error Message

%LINK-3-UPDOWN: Interface [chars], changed state to [chars]

Explanation The interface hardware has gone either up or down.

Recommended Action If the state change was unexpected, confirm the configuration settings for the interface.

LLC Messages

The following are Logical Link Control (LLC), type 2 messages.

Error Message

%LLC-2-UNEXPECTED: LLC2: [chars] UNEXPECTED EVENT

Explanation An internal software error has been found. A software component is trying to use LLC2 structures that do not exist.

Recommended Action Record the configuration and any other information that would be useful in recreating the error. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

LLIST Messages

The following are linked list facility messages.

Error Message

%LLIST-3-OFFLIST: [chars] from [hex], [hex] not on list

Explanation An internal inconsistency has been detected. An attempt was made to remove the specified item from a list, but the specified item was not on the list.

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

Error Message

%LLIST-3-ONLIST: [chars] to [hex], [hex] on list

Explanation An internal inconsistency has been detected. An attempt was made to add the specified item to a list, but the specified item was already on the list.

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

LNLMessages

The following are link noise monitor for the E1T1 module messages.

Error Message

```
%LNM-3-LNM_NULLPTR: Controller [chars], driver_data not initialized
```

Explanation Noise monitoring could not be properly set up for this controller.

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

Error Message

```
%LNM-2-REMEXCEED: Interface [chars], noise exceeded removal LCV threshold [dec] /  
PCV threshold [dec], duration [dec]
```

Explanation The noise level on the E1 or T1 link has exceeded the maximum threshold that would require removal of the link. However, the link was not removed because it is the last link on a multilink bundle. This message indicates that the quality of the link is very poor.

Recommended Action Contact the service provider for the T1/E1 link to remedy the situation immediately.

Error Message

```
%LNM-2-REMFAILED: Interface [chars], Link is not an active MLP member link.
```

Explanation The noise level on the E1 or T1 link has exceeded the maximum threshold that would require removal of the link. However, the link was not removed because it is not an active MLP member link. This message indicates that the quality of the link is very poor.

Recommended Action Contact the service provider for the T1/E1 link to remedy the situation immediately.

Error Message

```
%LNM-2-REMIMPROVE: Interface [chars], noise improved below LCV removal threshold  
[dec] / PCV threshold [dec], duration [dec]
```

Explanation The noise level on the E1 or T1 link has improved and has gone below the maximum threshold that would require removal of the link.

Recommended Action No action is required.

Error Message

%LNM-2-REMOVE: Interface [chars] removed, noise exceeded LCV threshold [dec] / PCV threshold [dec], duration [dec]

Explanation The noise level on the E1 or T1 link has exceeded the maximum threshold that requires removal of the link.

Recommended Action Contact the service provider for the T1/E1 link to remedy the situation immediately.

Error Message

%LNM-2-RESTORE: Interface [chars] restored, noise improved below LCV removal threshold [dec] / PCV threshold [dec], duration [dec]

Explanation The noise level on the E1 or T1 link has improved and has gone below the maximum noise threshold that would require removal of the link.

Recommended Action No action is required.

Error Message

%LNM-2-RESTOREFAILED: Interface [chars], Failed to restore link

Explanation An error was detected while a serial link was being restored whose noise level had gone below the maximum noise threshold that would require removal of the link.

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

Error Message

%LNM-4-WARNEXCEED: Controller [chars], noise exceeded LCV warning threshold [dec] / PCV threshold [dec], duration [dec]

Explanation The noise level on the E1 or T1 link has exceeded the maximum threshold that would require removal of the link. This message indicates that the quality of the link is very poor.

Recommended Action Contact the service provider for the T1/E1 link to remedy the situation.

Error Message

%LNM-4-WARNIMPROVE: Controller [chars], noise improved below LCV threshold [dec] / PCV threshold [dec], duration [dec]

Explanation The noise level on the E1 or T1 link has improved and has gone below the maximum noise threshold that would require removal of the link.

Recommended Action No action is required.

LNMC Messages

The following are LAN network manager messages.

Error Message

%LNMC-3-BADCLSI: [chars] primitive not valid for lnm [chars] [chars]

Explanation A LAN network manager system error has occurred.

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

Error Message

%LNMC-3-BADCLSICNF: [chars] Invalid confirm [chars] [chars]

Explanation A LAN network manager system error has occurred.

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

Error Message

%LNMC-3-BADCLSIDATALEN: [chars] Bad data len = [dec] [chars]

Explanation A LAN network manager system error has occurred.

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

Error Message

%LNMC-3-BADCLSIHDRLEN: [chars] Bad header len = [hex] [chars]

Explanation A LAN network manager system error has occurred.

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

Error Message

%LNMC-3-BADCLSIIDTYPE: [chars] Invalid ID type = [hex] [chars]

Explanation A LAN network manager system error has occurred.

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

Error Message

%LNMC-3-BADCLSIIND: [chars] Invalid indication [chars], [chars]

Explanation A LAN network manager system error has occurred.

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

Error Message

%LNMC-3-BADCLSIPRIMTYPE: [chars] Invalid primitive type = [hex] [chars]

Explanation A LAN network manager system error has occurred.

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

Error Message

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

Explanation A LAN network manager system error has occurred.

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

Error Message

%LNMC-3-BADCLISISAP: [chars] Bad clsi SAP id = [hex] [chars]

Explanation A LAN network manager system error has occurred.

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

LOADER Messages

The following are Channel Interface Processor (CIP) messages related to the relocating loader facility.

Error Message

%LOADER-3-ABSERR: Error: not handled - Symbol [chars] is absolute

Explanation The loader does not handle variables of this 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

%LOADER-3-ALOCER1: Error: Allocating storage - load fails

Explanation There is not enough memory to load this file.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. More storage will probably be needed. You might use the current storage more efficiently by running a different combination of features.

Error Message

%LOADER-3-ALOCER2: Error: Did not allocate storage - loading of data failed.

Explanation There is not enough memory to load this file.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. More storage will probably be needed. You might use the current storage more efficiently by running a different combination of features.

Error Message

%LOADER-3-ATFERR: Error: atf array overflow

Explanation The ATF array is too small. The ATF array is an array of areas to be freed when an attempted load fails.

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

Error Message

%LOADER-3-BADSHT: Error: Section header type [hex]([dec]) not understood

Explanation The input file is not in the proper format.

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

Error Message

%LOADER-3-BADVERS: [chars]: Invalid segment version: [chars]

Explanation The segment version does not match the rest of the currently loaded software.

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

Error Message

%LOADER-3-BAKEXP: Error: Deleting external symbol [chars] from the exported table.

Explanation The symbols should have been deleted from the table, but they were not. This will probably cause problems during future file loads.

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

Error Message

%LOADER-3-BIGEND: Error: Input is not big endian

Explanation The input file is not the correct type for loading.

Recommended Action Check the input file type. If the file type is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-BINDERR: Error: Bind value in symbol table entry not understood

Explanation The loader cannot handle variables of the type given.

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

Error Message

%LOADER-3-COMERR: Error: type not handled, must be .scommon

Explanation The loader cannot handle input files of the type given.

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

Error Message

%LOADER-3-COMMIX: Error: common variable [chars] matches name of non-common loaded variable.

Explanation An error has occurred in the input files.

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

Error Message

%LOADER-3-COMPER: Error: Compiled for incorrect target machine

Explanation The input file is not the correct type for loading.

Recommended Action Check the input file type. If the file type is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-DREADE: Error: Reading in program data

Explanation An error has prevented the loader from reading a section of the file.

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

Error Message

%LOADER-3-DUPEXP: Error: Duplicate exported external symbol [chars] not allowed

Explanation The file being loaded attempted to export a symbol that had already been exported by a previously loaded file. There is a conflict between loadable files and the kernel.

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

Error Message

%LOADER-3-EIDENT: Error: File header has unknown data in e_ident area

Explanation The input file is not in the correct format needed for loading.

Recommended Action Check the input file format. If the format is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-ELF32: Error: Input is not an ELF32 file

Explanation The input file is not in the correct format needed for loading.

Recommended Action Check the input file format. If the format is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-ELFH: Error: Cannot read ELF header from input file

Explanation The loader could not read the module header information from the input file.

Recommended Action Check the input file format. If the format is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-ERR16H: Error: processing HI16 LO16 pair. Low without High

Explanation The loader cannot handle relocation entries of the type given.

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

Error Message

%LOADER-3-ERR16M: Error: processing HI16 LO16. Low [hex] does not match High [hex]

Explanation The loader cannot handle relocation entries of the type given.

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

Error Message

%LOADER-3-ERRCNR: Error: Cannot relocate - required symbol [chars] is not resolved

Explanation A required symbol is missing.

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

Error Message

%LOADER-3-FCLOSE: Warning: File close failed, code = [dec]

Explanation Loading is complete, but the close process has failed.

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

Error Message

%LOADER-3-FILESIZE: Unable to access image file

Explanation The CIP has failed to access necessary image files.

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

Error Message

%LOADER-3-FOPEN: Error: Cannot open the input file "[chars]".

Explanation An error occurred during an attempt to open a file to be loaded.

Recommended Action Confirm that the file exists. If the file does not exist, create it if possible. If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-FOPENBZ: Cannot open [chars] - busy (code [dec]), have tried every 5 secs for a minute.

Explanation A required file is currently in use. The open process was retried every 5 seconds for a minute before failing.

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

Error Message

%LOADER-3-FOPENER: Error: file ([chars]) open failure code [dec]

Explanation A required file cannot be opened.

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

Error Message

%LOADER-3-FREADE: Error: reading, offset: [hex] size: [hex]([dec])

Explanation The loader could not read the input file. The load has failed.

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

Error Message

%LOADER-3-GPPROB: Error: Allocation of GP relative space problem: [hex]([dec]) left, [hex]([dec]) needed.

Explanation The space needed for the allocation of a larger area has been exhausted.

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

Error Message

%LOADER-3-GREADE: Error: reading in GP relative section data

Explanation An error prevented the loader from reading a section of the file.

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

Error Message

%LOADER-3-HDRSIZ: Error: this size header entry cannot be handled.

Explanation The file is not in the proper format. The loader cannot handle it.

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

Error Message

%LOADER-3-HDRVER: Error: Input is not current version

Explanation The object file format of the input file is not the correct version.

Recommended Action Check the file format version. If the file version is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-0-HEADER: Loading file [chars]:

Explanation This message precedes other messages relating to loading a file. It is a header to identify the name of the file being loaded.

Recommended Action Copy this message and the following messages 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

%LOADER-3-HILO16MX: Error: HI/LO16 relocation table exceeded max of [dec]

Explanation There is not enough space for the new allocation. Sufficient space should be allocated in advance.

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

Error Message

%LOADER-3-HREADE: Error: Cannot read headers from the file

Explanation An error occurred during an attempt to read the file headers.

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

Error Message

%LOADER-3-INSUFF: Error: insufficient space for suballocation: [hex]([dec]) left, [hex]([dec]) needed.

Explanation There is not enough space for the new allocation.

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

Error Message

%LOADER-0-INVALIDIOS: IOS version incompatible with CIP - must be at least [dec].[dec]

Explanation The version of Cisco IOS software in use is incompatible with this CIP microcode image.

Recommended Action The Cisco IOS software must be updated to match the CIP version. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-6-LOADING: [chars] -- [dec] bytes

Explanation The CIP has successfully loaded a segment image.

Recommended Action No action is required.

Error Message

%LOADER-0-LOADMAP_DATA1: Ver: [chars] Rev: [dec] Segment: [chars]

Explanation This message identifies the segment whose section information follows.

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

Error Message

%LOADER-0-LOADMAP_DATA2: [hex] [hex] [dec] [chars]

Explanation This message provides data for addresses, sizes, and so on, of modules loaded into the CIP storage.

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

Error Message

%LOADER-0-LOADMAP_DATA3: [chars]

Explanation This message displays the compile information for the specified segment.

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

Error Message

%LOADER-0-LOADMAP_EMPTY1: Loader initialization is not complete, no segments loaded.

Explanation The loader has not been initialized; therefore, no modules are loaded in CIP storage.

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

Error Message

%LOADER-0-LOADMAP_EMPTY2: No segments have been loaded.

Explanation The loader has not loaded any modules into CIP storage.

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

Error Message

%LOADER-0-LOADMAP_HEAD0: Segment Load Map

Explanation This message precedes and introduces data listing the map of modules loaded into CIP storage. It also acts as a header for the displayed data.

Recommended Action Copy the error message and the lines of data 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

%LOADER-0-LOADMAP_HEAD1: Start End Size Name

Explanation This message precedes and introduces data listing the map of modules loaded into CIP storage. It also acts as a header for the displayed data.

Recommended Action Copy the error message and the lines of data 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

%LOADER-3-LOADRC: Error: Return code is [hex]([dec])

Explanation This message displays the error level on the load failure.

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

Error Message

%LOADER-3-MAXRSE: Error: too many Resident Symbol Tables

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

%LOADER-3-MAXSEC: Error: Total number of sections has exceeded pre-allocated space for [dec] entries.

Explanation A preallocated memory area is not large enough for loading.

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

Error Message

%LOADER-3-MAXSTRT: Error: Too many string tables

Explanation A preallocated memory area is not large enough for loading.

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

Error Message

%LOADER-3-MAXSYMT: Error: Too many symbol tables

Explanation A preallocated memory area is not large enough for loading.

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

Error Message

%LOADER-3-NOBITS0: Error: NOBITS but size [dec] is not 0, not understood

Explanation Either the loader cannot process the input file or the file is not in the proper format.

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

Error Message

%LOADER-3-NODSO: Error: section contains dynamic shared objects

Explanation A section of the input file contains dynamic shared objects. The input file cannot have dynamic shared objects.

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

Error Message

%LOADER-3-NOELF: Error: Input is not an ELF file

Explanation The input file is not in the correct format.

Recommended Action Check the input file format. If the format is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-NOERES: Error: Could not resolve external symbol [chars]

Explanation A reference to an external symbol from the file being loaded cannot be resolved.

Recommended Action Define all prerequisite external symbols before loading the file. If problems persist, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-NOPREFIX: Unable to determine microcode image name

Explanation The CIP is unable to compose the microcode image name.

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

Error Message

%LOADER-3-NOPRG: Error: No code to handle program headers

Explanation The input file is not in the correct format.

Recommended Action Check the input file format. If the format is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-NOSECH: Error: No section headers to process

Explanation The input file is not in the proper format.

Recommended Action Check the input file format. If the format is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-NOSO: Error: section contains symbols conflicting with shared objects

Explanation A section of the input files contains symbols that conflict with shared objects. The input file cannot have shared objects.

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

Error Message

%LOADER-3-NOTRE: Error: File is neither relocatable nor executable

Explanation The input file is not in the correct format.

Recommended Action Check the input file format. If the format is correct, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%LOADER-3-NOVERS: [chars]: No entry for "loader_segment_version"

Explanation The loader requires that a file to be loaded must have an entry, loader_segment_version, containing a specific structure.

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

Error Message

%LOADER-3-READERR: Error: file read failure code [dec]

Explanation An error occurred while the file was being read.

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

Error Message

%LOADER-3-RELFLG: Error: Cannot handle the flags in the relocation entry

Explanation The loader cannot handle relocation entries of this 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

%LOADER-3-RELREAD: Error: Cannot read relocation entries

Explanation The loader could not read part of the file.

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

Error Message

%LOADER-3-RELTYP: Error: relocation type [hex]([dec]) not recognized

Explanation The loader cannot handle this type of relocation.

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

Error Message

%LOADER-3-RELTYP2: Error: relocation type R_MIPS_[chars] not handled.

Explanation The loader cannot handle this type of relocation.

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

Error Message

%LOADER-3-RESERR: [chars] [dec] external symbols cannot be resolved

Explanation Either the prerequisite files are not loaded or the loader cannot recognize some external symbols that are referenced.

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

Error Message

%LOADER-3-SECERR: Error: Cannot handle section [chars]

Explanation The loader cannot process this type of section of the code.

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

Error Message

%LOADER-3-SEEKER: Error: file seek failure code [dec]

Explanation A file seek failure has occurred.

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

Error Message

%LOADER-3-SHFLAGE: Error: no storage allocated - sh_flags did not indicate how

Explanation The loader cannot handle this file.

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

Error Message

%LOADER-3-SHNHIPE: Error: not handled -End appl specific range of indices

Explanation The loader cannot handle variables of this 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

%LOADER-3-SHNHIR: Error: not handled - End reserved range of indices

Explanation The loader cannot handle variables of this 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

%LOADER-3-SIZERR1: Error: common variable [chars] has a size incompatible with loaded variable.

Explanation The loader cannot allocate a larger variable to an already loaded smaller variable.

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

Error Message

%LOADER-3-SORBER: Error: type not handled, must be .sdata or .sbss.

Explanation The loader cannot handle this type of file.

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

Error Message

%LOADER-3-SREADE: Error: Cannot read in symbol string

Explanation The loader could not read a needed section of the file.

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

Error Message

%LOADER-3-SREADS: Error: Cannot read in symbol table

Explanation An error prevented reading a part of the file that is necessary for loading.

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

Error Message

%LOADER-3-STOTHER: Error: Problem: a symbol table entry is using field ST_OTHER

Explanation The loader cannot handle this file.

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

Error Message

%LOADER-3-STREXE: Error: Strings exceed string table area allocated [dec] > [dec]

Explanation A preallocated memory area is not large enough for loading.

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

Error Message

%LOADER-3-SUNDERR: Error: not handled - Small undefined symbol

Explanation The loader cannot handle variables of this 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

%LOADER-3-SYMEXE: Error: Symbols exceed symbol table area allocated [dec] > [dec]

Explanation A preallocated memory area is not large enough for loading.

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

Error Message

%LOADER-3-SYRERR: Error: Relocation entry symbol, [hex]([dec]), is not in symbol table

Explanation This is an error in the input file.

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

Error Message

%LOADER-3-TSHSIZ: Error: total sections headers [hex]([dec]) too large for pre-allocated area [hex]([dec]).

Explanation A preallocated memory area is not large enough for loading.

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

Error Message

%LOADER-3-TYPERR: Error: Type value in symbol table entry not understood

Explanation The loader cannot handle variables of this 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

%LOADER-3-USRERR: Error: not handled - Undefined section reference

Explanation The loader cannot handle variables of this 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

%LOADER-3-VARHIP: Error: Symbol is HIPROC variable - not handled

Explanation The loader cannot handle variables of this 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

%LOADER-3-VARLOP: Error: Symbol is LOPROC variable - not handled

Explanation The loader cannot handle variables of this 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.

LOGIN Messages

The following are login messages.

Error Message

`%LOGIN-3-TOOMANY_AUTHFAILS: Too many Login Authentication failures have occurred in the last one minute on the line [dec].`

Explanation More authentication failures than the configured limit have occurred in the last minute. This condition might indicate an attempt to gain unauthorized access to the device.

Recommended Action Make sure that a malicious attempt to gain access to the device is not occurring.

LOVE Messages

The following are Channel Interface Processor (CIP) messages related to the mechanism that sends statistics from the CIP to the router.

Error Message

`%LOVE-3-LOVELETTER: Error in love letter processing for port [dec] ([dec])`

Explanation An attempt to transfer statistics to the router from the CMCC card has failed.

Recommended Action The CMCC card tried to recover by dropping the buffer that contained the statistics. However, it is possible that one or more buffers were lost in the process. Copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support** command, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

`%LOVE-3-NOMEM: No memory available for Love Letter processing`

Explanation The CMCC card does not have enough memory to start the “love letter” (operating status or configuration message) processing. Love letters are used to transmit channel statistics to the Cisco IOS software. No love letters will be transmitted by this CMCC card.

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

LPD Messages

The following are line printer daemon (LPD) messages.

Error Message

`%LPD-3-MANYLF: Line [t-line], packet has too many newlines to convert`

Explanation An internal buffer did not have enough room to add all the necessary carriage returns to a packet of LPD data that was destined for a printer configured with a **newline-convert** command. This message is unlikely to occur with a file that contains valid data.

Recommended Action Check the file that is being printed to see whether it contains valid, printable data.

LSS Messages

The following are LS Switching message definition messages.

Error Message

```
%LSS-4-LSIPC: [chars] [dec]
```

Explanation The LSIPC has timed out. The microcode on the specified interface may not be responding. A possible cause of this condition is an EPAM not responding.

Recommended Action Check the status of the EPAM.

M32X Messages

The following are M32X Basic Rate Interface (BRI) trunk card messages.

Error Message

```
%M32X-1-AR_TIMEOUT: M32X controller [dec], channel [hex]: No Reponse from device.  
Action Request Timeout
```

Explanation The action request has failed after a retry and has timed out.

Recommended Action No action is required.

Error Message

```
%M32X-1-DWNLDCKSM: M32X: Download checksum error (sent = [hex], received = [hex])
```

Explanation The download of the internal microcode to the M32X trunk card has failed to checksum correctly. This condition usually indicates a hardware failure of the M32X trunk card.

Recommended Action Perform a power cycle. 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

```
%M32X-1-DWNLDLDFL: M32X down load failed.
```

Explanation The M32X trunk card has failed. The M32X trunk card could not download its operational microcode.

Recommended Action Perform a power cycle. 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

%M32X-1-INITFAIL: M32X slot [dec]: Init Failed at [chars]

Explanation The M32X trunk card has failed to complete its hardware initialization.

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

Error Message

%M32X-3-MBXREAD: M32X: Stale msg in [chars] - mbx0:[hex] mbx1:[hex] mbx2:[hex]

Explanation The M32X trunk card has not responded to a message within a specified 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

%M32X-1-NOTCMPLT: M32X download failed to complete.

Explanation The M32X trunk card has failed. It could not download its operational microcode.

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

Error Message

%M32X-3-NOTM32X: Device reported [hex]

Explanation A hardware error has occurred involving the PCI interface for an M32X trunk card.

Recommended Action Either an M32X trunk card has malfunctioned or another PCI device may have been mistaken for an M32X. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%M32X-1-NOTREADY: Not ready for download.

Explanation The M32X trunk card did not respond when requested to download its operational microcode.

Recommended Action Perform a power cycle. 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

%M32X-3-PANIC: M32X: Exception [dec], trace [dec]

Explanation A software or hardware error has occurred in the M32X trunk card.

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

Error Message

%M32X-5-REMLoop: M32X controller [dec], channel [dec]: remote loopback [chars], [chars]

Explanation The interface has entered or exited a remote loopback.

Recommended Action No action is required.

Error Message

%M32X-1-STARTFAIL: [chars]: Channel enable failed

Explanation A software or hardware error has occurred. The M32X trunk card is not responding to commands that are used to initialize it.

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

Error Message

%M32X-1-STOPFAIL: [chars]: Channel disable failed

Explanation A software or hardware error has occurred. The M32X trunk card has failed to respond to a request to disable an interface.

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

Error Message

%M32X-3-TOOSMALL: M32X: [chars] - packet was less than two bytes

Explanation An output packet had been detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this error message.

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

MAILBOX Messages

The following are ChipCom mailbox support messages.

**Note**

All MAILBOX-class messages are generated in response to various conditions arising from the use of a mailbox implemented on a partner port of the Cisco 2500. The mailbox is used to pass administrative information between the router and the main management module of the platform of the partner.

Error Message

%MAILBOX-3-BADCHKSUM: Checksum failed. Expected = [hex], calculated = [hex].
Ignoring PDU.

Explanation A hardware or software error has occurred.

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

Error Message

%MAILBOX-3-BADECHO: Echo-response did not match echo-request!

Explanation The data received from an ECHO_RESPONSE PDU did not match the original data provided in the ECHO_REQUEST. Usually this message is seen during initialization and indicates a catastrophic failure of the mailbox interface. See the MAILBOX-3-INITFAIL error message for more information.

Recommended Action Verify the router module installation. Ensure that the software revision on the management module and the router module carrier card is up to date. If this message persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MAILBOX-3-BADPDU: PDU of type [chars] received. Invalid or unsupported. Ignoring.

Explanation The PDU that the mailbox received was valid, but the type is not supported in the current software implementation and will be ignored.

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

Error Message

%MAILBOX-3-INITFAIL: Mailbox initialization failure. [chars] Mailbox offline.

Explanation A catastrophic failure involving the initialization of the administrative mailbox has occurred. The mailbox will be taken offline and remain in that state until a router module reset or a system reload occurs. At that time, initialization will again be attempted. Note that the functionality of the router (its ability to receive and forward packets) is not affected by this error.

Recommended Action Verify the router module installation. Ensure that the software revision on the management module and the router module carrier card is up to date. If this message persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MAILBOX-6-INITOK: Mailbox initialization successful.

Explanation After a router reloads, this message is generated to indicate that the mailbox was successfully initialized.

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

Error Message

%MAILBOX-7-MBOXDEBUG: [chars]

Explanation This message header is paired with general debugging messages used to provide information about the functionality of the mailbox. To enable mailbox debugging, enter the **debug mailbox** command.

Recommended Action This is an advisory message only. No action is required.

Error Message

%MAILBOX-3-NOECHO: Echo-request timed out. No response received. Mailbox offline.

Explanation An ECHO_RESPONSE was not received within the allotted time after the generation of an ECHO_REQUEST. This failure occurs only during mailbox initialization and indicates a problem between the communication path of the router module and its carrier card.

Recommended Action Verify the router module installation. Ensure that the software revision on the management module and the router module carrier card is up to date. If this message persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MAILBOX-3-OFFLINE: [chars] mailbox is offline. Interrupt ignored.

Explanation This message is generated when an attempt has been made by the management module to communicate with an offline mailbox. An error exists between the perceived state of the mailbox from the router side and the perceived state of the mailbox from the management module side.

Recommended Action Issue a system-wide reset on the management module. If this message persists, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%MAILBOX-7-ONLINE: [chars] mailbox coming online.

Explanation This message is generated only when mailbox debugging is enabled. It provides information about the state of each incoming or outgoing mailbox.

Recommended Action This is an advisory message only. No action is required.

Error Message

%MAILBOX-7-READ: Reading [hex] from carrier.

Explanation This message is generated only when mailbox debugging is enabled. It provides very low-level information about the incoming mailbox data stream.

Recommended Action This is an advisory message only. No action is required.

Error Message

%MAILBOX-3-TIMEOUT: Intra-PDU timeout occurred on [chars] mailbox data.

Explanation A timeout has occurred while the characters of a PDU were being sent or received. The entire PDU will be ignored.

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

Error Message

%MAILBOX-7-WRITE: Writing [hex] to carrier.

Explanation This message is generated only when mailbox debugging is enabled. It provides very low-level information about the outgoing mailbox data stream.

Recommended Action This is an advisory message only. No action is required.

MARS_NETCLK Messages

The following are network clock system messages.

Error Message

```
%MARS_NETCLK-3-CLK_SWITCH: [chars] of Controller [chars] Clock during Clock Switching has failed
```

Explanation An error occurred while the system was switching from one clock to another.

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

Error Message

```
%MARS_NETCLK-3-CLK_TRANS: Network clock source transitioned from priority [dec] to priority [dec]
```

Explanation The clock source has changed.

Recommended Action No action is required.

Error Message

```
%MARS_NETCLK-3-CLKRATE_NET: Configure clock rate network before network-clock-select on [chars]
```

Explanation The clock rate network defines the clock to be derived from the DTE or to be generated by the DCE

Recommended Action Configure the clock rate network.

Error Message

```
%MARS_NETCLK-3-CONFLICT: The current config conflicts with existing config in [chars].
```

Explanation A user input error has occurred during clock configuration.

Recommended Action Check the configuration of the controllers and the network clocks. 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

%MARS_NETCLK-3-HOLDOVER: [chars] Holdover for Controller [dec]/[dec]

Explanation The current clock source signal is out of range.

Recommended Action Ensure that the controller receives a valid clock source signal. 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

%MARS_NETCLK-3-HOLDOVER_TRANS: Holdover timer exceeded for Controller [dec]/[dec]

Explanation The current clock source signal went out of range and has transitioned to another clock source.

Recommended Action Ensure that a valid clock is provided to the controller. 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.

MARVEL_HM Messages

The following are platform-dependent health monitor rules messages.

Error Message

%MARVEL_HM-3-HM_RULES_RELOAD: Health Monitor causing a reload due to [chars]

Explanation The health monitor rules are causing a reload.

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

Error Message

```
%MARVEL_HM-3-INFORM_ACTIVE_AND_RELOAD_ERR: Attempt to inform Active and reload  
this unit failed
```

Explanation An attempt to inform the active unit and then perform a reload of the standby unit 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. 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.

MASTER_LED Messages

The following are master LED messages.

Error Message

```
%MASTER_LED-3-(-1): Failed to create the '[chars]' process to turn on the Master  
LED
```

Explanation An internal error has occurred. A Cisco IOS process cannot be created to light the active LED on the front panel of the RSC. The active LED is not lit when the RSC becomes a active controller.

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

MBRI Messages

The following are messages relating to multi-BRI (MBRI) port modules.

Error Message

```
%MBRI-1-CHANINITFAIL: [chars] [chars] failed
```

Explanation The MBRI network module has failed to complete its initialization.

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

Error Message

```
%MBRI-1-INITFAIL: Port Adapter in bay [dec], shutting down PA
```

Explanation The MBRI network module has failed to complete its initialization.

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

Error Message

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

Explanation The network module hardware has reported that a non-MBRI port module was detected.

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

Error Message

```
%MBRI-1-TIMERPOOL_EMPTY: [chars] could not get timer element
```

Explanation The requested operation could not be accomplished because the global pool of timer elements was empty. This error may have been caused by a transient system condition.

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

Error Message

```
%MBRI-3-UNKNOWN_STATE: [chars] layer1 state is [dec]
```

Explanation The MBRI driver has detected an invalid Layer 1 condition.

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

