

# POSLC Messages

The following are Packet over SONET line card messages.

## Error Message

```
%POSLC-3-4302: Runaway Skystone 4302 framer [dec] Tx [chars] counter, byte=[dec],  
pkt=[dec].
```

**Explanation** An internal 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

```
%POSLC-3-APS: APS([dec]) [chars]
```

**Explanation** The RP dead-man timer has expired on the LC, and the LC is sending LAIS to the remote end.

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

## Error Message

```
%POSLC-3-BMAENG: [chars] POS, [chars] [chars][chars]. (src=[hex], det1=[hex],  
det2=[hex])
```

**Explanation** A Packet over SONET BMA engine hardware error has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in the specified slot. If diagnostics pass, contact your Cisco technical support representative and provide the representative with the gathered information.

## Error Message

```
%POSLC-3-BMAPAR: [chars] POS, [chars]. BMA_DATA[3:0]=[hex]. (src=[hex],  
det1=[hex], det2=[hex])
```

**Explanation** A parity error has occurred on the POS BMA engine.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in the specified slot. If diagnostics pass, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%POSLC-1-INITFAIL: POSLC([dec]/[dec]), initialization timeout failure
```

**Explanation** The LC Packet over SONET ASIC and framer initialization 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**

```
%POSLC-3-LINKBADEVT: Unexpected event woke up LC POS link process.
```

**Explanation** The LC Packet over SONET link report process has received an unexpected event.

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

**Error Message**

```
%POSLC-3-LINKNOPRC: POSLC, lcpos_add_process: Unable to create lcpos_link_report process
```

**Explanation** An LC Packet over SONET link report process could not be created.

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

**Error Message**

```
%POSLC-3-LINKPROC: POSLC, lcpos_link_report process: Could not get argument
```

**Explanation** An LC Packet over SONET link report process has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show subsys** and **show memory summary** commands to gather data that may 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 subsys** and **show memory summary** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%POSLC-3-POSENG: [chars] POS, [chars]. [chars], port [dec]. (src=[hex],  
det1=[hex], det2=[hex])
```

**Explanation** A Packet over SONET engine hardware error has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in the specified slot. If diagnostics pass, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%POSLC-3-RXPOSTO: POSLC([dec]/[dec]), RX POS engine shutdown failed
```

**Explanation** The software is trying to shut down the RX Packet over SONET engine. Because the Packet over SONET engine would not shut down, the software has timed out.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in the specified slot. If diagnostics pass, issue the **execute-on slot show controller pos registers** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **execute-on slot show controller pos registers** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%POSLC-3-SOP: [chars] SOP. (source=[hex], halt_minor0=[hex])
```

**Explanation** A SOP hardware error has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in the specified slot. If diagnostics pass, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

```
%POSLC-3-SRAMPAR: [chars] POS, [chars]. [chars]=[hex][chars]. (src=[hex],  
det1=[hex], det2=[hex])
```

**Explanation** A parity error has occurred on the Packet over SONET ASIC SRAM.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in the specified slot. If diagnostics pass, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**

%POSLC-3-TXPOSTO: POSLC([dec]/[dec]), TX POS engine shutdown failed

**Explanation** The software is trying to shut down the TX Packet over SONET engine. Because the Packet over SONET engine refuses to shut down, the software has timed out.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in the specified slot. If diagnostics pass, issue the **execute-on slot show controller pos registers** command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the **execute-on slot show controller pos registers** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

## POT1E1 Messages

The following are Versatile Interface Processor (VIP) multichannel port adapter messages.

**Error Message**

%POT1E1-3-BADMSG: Received unexpected mailbox message (id = [dec])

**Explanation** The POT1E1 mailbox has received an unexpected 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**

%POT1E1-1-CONFIGURE: Fail to configure [dec] interfaces on bay [dec], shutting down bay

**Explanation** The system cannot configure some interfaces on the 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**

%POT1E1-1-DISCOVER: only found [dec] interfaces on bay [dec], shutting down bay

**Explanation** Either two types of interfaces were found or the POT1E1 hardware 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**

%POT1E1-1-DWNLDCKSM: Failed for bay [dec], sent = [hex], received = [hex]

**Explanation** The download of internal firmware to the POT1E1 failed to perform the checksum operation. This message usually indicates a hardware failure.

**Recommended Action** Perform a power cycle. 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**

%POT1E1-1-DWNLDFAIL: Download failed

**Explanation** A microcode download to the POT1E1 port adapter 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**

%POT1E1-3-ERROR: [chars]

**Explanation** A POT1E1 general 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**

%POT1E1-3-FWFATAL: Bay [dec]: firmware needs reset due to [chars]

**Explanation** POT1E1 has experienced firmware problems.

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

**Error Message**

%POT1E1-1-INITFAIL: Slot [dec]: [chars]

**Explanation** The PRI port adapter has failed to complete 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**

%POT1E1-3-LOVEFAIL: [chars]: failed to send [chars] love letter

**Explanation** The POT1E1 has failed to send a 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**

%POT1E1-3-MBOXRECV: Bay [dec]: fail receiving mbox reply [dec]

**Explanation** The POT1E1 mailbox has failed to receive a 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**

%POT1E1-3-MBOXSEND: Bay [dec]: fail sending mbox msg [dec]

**Explanation** The POT1E1 mailbox has failed to send a 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.

%POT1E1-3-MBOXSENDP: Bay [dec]: fail sending mbox msg [dec] for port [dec]

**Explanation** The POT1E1 mailbox has failed to send a specified port.

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

**Error Message**

%POT1E1-3-MBXREAD: [chars] has stale msg - mbx0:[hex], mbx1:[hex], mbx2:[hex]

**Explanation** The POT1E1 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**

%POT1E1-1-NOTCMPLT: Microcode download failed to complete

**Explanation** The POT1E1 hardware 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**

%POT1E1-3-NOTPLX: Device is not PLX 9060 - Device reported [hex]

**Explanation** The wrong device has been reported on the POT1E1.

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

**Error Message**

%POT1E1-3-NOTPOT1E1: Device is not FREEDM - Device reported [hex]

**Explanation** The POT1E1 hardware has failed. A non-POT1E1 device pointed to the software for the POT1E1 serial.

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

**Error Message**

%POT1E1-1-NOTREADY: Not ready for download.

**Explanation** An error has occurred on the communication path between the driver and the POT1E1 VIP multichannel port adapter.

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

**Error Message**

%POT1E1-3-OWNERR: serial ([dec]), Buffer ownership error, pak=[hex]

**Explanation** An internal buffer ownership error has occurred on POT1E1.

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

**Error Message**

%POT1E1-3-PANIC: Exception [dec], trace [dec]

**Explanation** The POT1E1 firmware has detected an illegal or unexpected CPU exception or condition. This may be caused by a software error or by a hardware 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**

%POT1E1-2-POT1E1FWCRASHED: [chars]

**Explanation** The POT1E1 software has failed. This condition indicates a software failure.

**Recommended Action** Consider upgrading your system to the latest Cisco IOS software release in your release train to take advantage of recent fixes.

**Error Message**

%POT1E1-2-POT1E1FWCRASHEDINFO: [dec] [hex] [hex] [hex] [hex] [hex] [hex] [hex]  
[hex]

**Explanation** This messages provides POT1E1 firmware crash 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**

%POT1E1-2-POT1E1FWWDTIMEOUTINFO: [hex] [hex] [hex]

**Explanation** This message provides POT1E1 firmware watchdog timeout 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**

%POT1E1-2-POTBADCMD: bad POT1E1 command [dec]

**Explanation** The POT1E1 has received an unsupported command.

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

**Error Message**

%POT1E1-1-STARTFAIL: [chars] channel not enabled

**Explanation** A software or hardware error has occurred. The POT1E1 serial interface is not responding to commands used to initialize the 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**

%POT1E1-1-STOPFAIL: [chars] channel not disabled

**Explanation** The PRI port adapter 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**

%POT1E1-3-TOOSMALL: [chars] - packet was less than two bytes

**Explanation** A packet that is too small (less than 2 bytes) has been detected.

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

## POTS Messages

The following are POTS messages.

**Error Message**

%POTS-4-FSM\_ERROR: POTS finite state machine error [chars].

**Explanation** The POTS finite-state machine utility has encountered a problem.

**Recommended Action** If voice calls are unavailable, reload the router. If the problem persists, contact your service provider.

**Error Message**

%POTS-4-INVALID\_EVENT: Port [int], Event [int] finite state machine error

**Explanation** The POTS finite-state machine event should not be received in the current state.

**Recommended Action** If voice calls are unavailable, reload the router. If the problem persists, contact your service provider.

**Error Message**

%POTS-4-INVALID\_PORT: port [int], Ignoring activation, port number is invalid

**Explanation** The POTS driver request is ignored because the port does not exist.

**Recommended Action** If voice calls cannot be made, reload the router. If the problem persists, contact your service provider.

**Error Message**

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

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

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

**Error Message**

%POTS-1-NULL\_COMMON\_PTR: null CSM/POTS Driver common pointer

**Explanation** The requested operation could not be accomplished because of a null pointer.

**Recommended Action** If voice calls are unavailable, reload the router. If the problem persists, contact your service provider.

**Error Message**

%POTS-4-PROCESS\_EVENT\_ERROR: POTS subsystem unexpected event [int].

**Explanation** The POTS subsystem process has received an invalid event.

**Recommended Action** If voice calls are unavailable, reload the router. If the problem persists, contact your service provider.

**Error Message**

%POTS-4-QUEUE\_EMPTY: POTS empty process message [chars].

**Explanation** A POTS interrupt is unable to send a message to the POTS process.

**Recommended Action** If voice calls are unavailable, reload the router. If the problem persists, contact your service provider.

**Error Message**

%POTS-4-UNSUPPORTED\_COUNTRY: CODEC driver doesn't support country [chars].

**Explanation** The codec driver cannot be configured for the specified country.

**Recommended Action** Contact your service provider.

**Error Message**

%POTS-4-UNSUPPORTED\_OPTION: Interface does not support this option.

**Explanation** The interface cannot be configured for the specified option.

**Recommended Action** Contact your service provider.

**Error Message**

%POTS-4-UNSUPPORTED\_RING\_FREQ: CODEC driver only supports ring frequency values of 20, 25, and 50 Hz, not [dec]

**Explanation** The interface cannot be configured for the specified ring frequency.

**Recommended Action** Contact your service provider.

**Error Message**

%POTS-4-UNSUPPORTED\_RX\_LOSS: CODEC driver only supports input loss values of -6 and 0, not [dec]

**Explanation** The codec driver cannot be configured for the requested input loss.

**Recommended Action** Contact your service provider.

**Error Message**

%POTS-4-UNSUPPORTED\_SIGNAL\_TYPE: Interface only supports loop start.

**Explanation** The interface cannot be configured for the requested signal type.

**Recommended Action** Contact your service provider.

**Error Message**

%POTS-4-UNSUPPORTED\_TX\_GAIN: CODEC driver only supports output gain values of 6 and 0, not [dec]

**Explanation** The codec driver cannot be configured for the requested output gain.

**Recommended Action** Contact your service provider.

**Error Message**

%POTS-4-VDEV\_INIT\_ERROR: Port [int] device initialization failure,

**Explanation** The POTS subsystem initialization has failed.

**Recommended Action** Voice calls will be unavailable on this port. You must reload the router. If the problem persists, contact your service provider.

# PPP Messages

The following are PPP messages.

## Error Message

```
%PPP-3-AUXFAST: Fast-switching to aux port, packet dropped
```

**Explanation** A packet was fast-switched to the auxiliary port. The auxiliary port should not be part of a dialer rotary-group, dialer pool, or multilink bundle that might be the destination of a fast-switched packet. The packet has been dropped.

**Recommended Action** Use the **no ip route-cache** command to disable fast switching on whatever configuration source provides the configuration for the link to this port.

## Error Message

```
%PPP-4-IPXNET: mismatched IPX network numbers. Ours = [hex], theirs = [hex]
```

**Explanation** The two ends of a serial link have different IPX network numbers.

**Recommended Action** Reconfigure one of the devices so that both devices have the same configuration.

## Error Message

```
%PPP-4-NOAPPOINT: MLP Bundle [chars] not appointed
```

**Explanation** The multilink PPP bundle was not created for the session. This error probably occurred because of a lack of memory resources.

**Recommended Action** Record the output of the **show memory summary** command, and then analyze the output to find possible memory leaks.

## Error Message

```
%PPP-4-NOCLEAR: MLP Bundle [chars] not cleared
```

**Explanation** A multilink PPP bundle was not cleared. This error probably occurred because of a lack of memory resources.

**Recommended Action** Record the output of the **show memory summary** command, and then analyze the output to find a possible memory leak.

**Error Message**

%PPP-4-NOEXTTACACS: ppp TACACS is configured but extended TACACS is not.

**Explanation** PPP was configured to use TACACS, but extended TACACS has not been configured or has been disabled.

**Recommended Action** Either issue the **no ppp use-tacacs** command to stop PPP from using TACACS, or issue the **tacacs-server extended** command to enable extended TACACS.

**Error Message**

%PPP-4-NOMAC: Lex ncp: no free Lex interface found with MAC address [enet]

**Explanation** A LAN Extender interface could not be found with the specified MAC address when a LAN Extender link was being brought up. This is a configuration error.

**Recommended Action** Refer to the documentation on configuring a LAN Extender interface.

**Error Message**

%PPP-4-NOREGISTER: NCP not registered, protocol = [dec]

**Explanation** This message is a message for internal debugging purposes only and indicates an error that was fixed in a later version of Cisco IOS software.

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl) and upgrade to a version of Cisco IOS software where the message is no longer present.

**Error Message**

%PPP-4-NOSUCHREQ: Illegal PPP request type = [dec]

**Explanation** An illegal PPP request has been received. This error should never happen during normal operation.

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

# PQII Messages

The following are MPC860 quad integrated communications controller messages.

## Error Message

%PQII-1-BADHDXFSM: PQII([dec]/[dec]), Unexpected HDX state [dec], event [dec]

**Explanation** A bad event for half-duplex transmission or reception has been detected in the state machine.

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

## Error Message

%PQII-1-CTSLOST: PQII([dec]/[dec]), Clear to Send Lost

**Explanation** The CTS input signal on a DTE serial interface became inactive while transmitting a frame. The problem was caused by a communication line failure or a cable disconnection.

**Recommended Action** Check the serial interface cable and communication equipment, such as the CSU/DSU.

## Error Message

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

**Explanation** The software has failed to initialize or restart a 1T serial card.

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

## Error Message

%PQII-1-LINEFLAP: PQII([dec]/[dec]), Excessive modem control changes

**Explanation** The system has received too many modem control signal interrupts. Modem control signals are hardware handshake signals between DTE and DCE. The signals include either a DCD or a DSR, or both a DCD and a DSR.

**Recommended Action** Check the serial interface cable. The modem control signal interrupts can occur if the cable is disconnected or has come loose and is picking up noise. If the cable appears to be connected correctly, check the equipment connected to the cable.

**Error Message**

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

**Explanation** The MPC8260/PowerQII CPU was unable to access the memory it needs to carry out its functions. Possible causes include the following:

- The network is large, requiring a lot of memory for routing tables and other things.
- The router configuration has many features enabled, each of which requires a certain amount of memory.
- A software error (memory leak) exists.

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

**Error Message**

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

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

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

**Error Message**

%PQII-1-TOOBIG: PQII([dec]/[dec]), packet too big

**Explanation** A packet greater than the assigned MTU of this serial interface has been queued up for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message**

%PQII-1-TOOSMALL: PQII([dec]/[dec]), packet was less than 2 bytes

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

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

**Error Message**

%PQII-1-UNDERFLO: PQII([dec]/[dec]), Transmit underflow

**Explanation** During transmission of a frame, the local buffer of the serial controller chip has received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message**

%PQII-1-UNEXPECTED\_INTERRUPT: PQII([dec]), Unexpected modem-signal interrupt

**Explanation** The software did not expect to see a modem control signal change on this type of WIC card 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**

%PQII-3-UNKNOWN\_SCCS: PQII, Incorrect SCC number

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

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

**Error Message**

%PQII-1-UNKNOWN\_WIC: PQII([dec]), WIC card has an unknown ID of [hex]

**Explanation** The software does not recognize the type of WIC card that has been plugged into the port module.

**Recommended Action** Check the part number on the WIC card to verify that it is supported in the Cisco IOS software release that is operational on the router, or contact your Cisco technical support representative for assistance.

**Error Message**

%PQII-1-UNSUPPORTED\_CONFIG: Slot [dec] has an unsupported combination of ISDN WAN interface cards

**Explanation** It is not possible to support the type of BRI card that is in slot 1 along with the incompatible type of BRI card that is in slot 0.

**Recommended Action** Remove one of the BRI cards from its slot.

**Error Message**

%PQII-1-WRONG\_SLOT: PQII([dec]), BRI card in wrong slot(1)

**Explanation** The BRI card is not supported in WIC slot 0.

**Recommended Action** Power down, move the BRI card to the other WIC slot on the port module, and reboot.

## PQUICC Messages

The following are MPC860 quad integrated communications controller messages.

**Error Message**

%PQUICC-1-BADHDXFSM: PQUICC([dec]/[dec]), Unexpected HDX state [dec], event [dec]

**Explanation** A bad event was detected in the state machine for half-duplex transmission and reception.

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

**Error Message**

%PQUICC-5-COLL: Unit [dec], excessive collisions. Retry limit [dec] exceeded

**Explanation** An Ethernet cable is broken or is not terminated.

**Recommended Action** Check cables for proper connections and termination.

**Error Message**

%PQUICC-1-CTSLOST: PQUICC([dec]/[dec]), Clear to Send Lost

**Explanation** The CTS input signal on a DTE serial interface became inactive while the frame is being transmitted. This problem is a result of a communication line failure or cable disconnection.

**Recommended Action** Check the serial interface cable and the communication equipment, such as the CSU/DSU.

**Error Message**

%PQUICC-5-HBEAT: Unit [dec], heartbeat check failure

**Explanation** The Ethernet transceiver is malfunctioning.

**Recommended Action** Replace the Ethernet transceiver.

**Error Message**

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

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

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

**Error Message**

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

**Explanation** The Ethernet cable might be too long, or there could be too many repeaters with the result that the delay from one end to the other is too long. The Ethernet cable might be overloaded with too many users.

**Recommended Action** Ensure that your Ethernet cable is the correct length and that you do not have too many repeaters in use. If these conditions are not the problem, try removing hosts from the Ethernet segment to reduce the load.

**Error Message**

%PQUICC-1-LINEFLAP: PQUICC([dec]/[dec]), Excessive modem control changes

**Explanation** The system has received too many modem control signal interrupts. Modem control signals are hardware handshake signals between DTE and DCE. The signals include either a DCD or a DSR, or both a DCD and a DSR.

**Recommended Action** Check the serial interface cable. The error can occur if the cable is disconnected or has come loose and is picking up noise. If the cable appears to be connected correctly, check the equipment connected to the cable.

**Error Message**

%PQUICC-1-LOSTCARR: Unit [dec], lost carrier. Transceiver problem?

**Explanation** The Ethernet 10BASE-T cable is unplugged.

**Recommended Action** Reconnect the 10BASE-T Ethernet cable.

**Error Message**

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

**Explanation** The MPC860/PowerQUICC CPU was unable to access the memory it requires to carry out its functions. The following reasons are possible:

- The network is large, requiring a significant amount of memory for routing tables and other things.
- The router configuration has many features enabled, each of which requires a certain amount of memory.

- A software error (memory leak) exists.

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

#### Error Message

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

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

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

#### Error Message

%PQUICC-1-TOOBIG: PQUICC([dec]/[dec]), packet too big

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

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

#### Error Message

%PQUICC-1-TOOSMALL: PQUICC([dec]/[dec]), packet was less than 2 bytes

**Explanation** A small packet (less than 2 bytes) was queued for transmission. The interface cannot handle such small packets for transmission.

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

#### Error Message

%PQUICC-1-TXERR: [chars]: Fatal transmit error. Restarting...

**Explanation** A fatal transmit error has occurred on the interface, causing the line to be restarted.

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

**Error Message**

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

**Explanation** During transmission of a frame, the local buffer of the controller chip has received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required. If the problem recurs, it indicates a hardware error that might be related to data traffic patterns. If this is the case, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%PQUICC-1-UNEXPECTED\_INTERRUPT: PQUICC([dec]), Unexpected modem-signal interrupt

**Explanation** The software has received a modem control signal change that was not expected on this type of WIC.

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

**Error Message**

%PQUICC-3-UNKNOWN\_SCC\_TX\_VECTOR: PQUICC, Unknown TX vector on port [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**

%PQUICC-3-UNKNOWN\_SCCS: PQUICC, Incorrect SCC number

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

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

**Error Message**

%PQUICC-1-UNKNOWN\_WIC: PQUICC([dec]), WIC card has an unknown ID of [hex]

**Explanation** The software does not recognize the type of WIC that is plugged into the port module.

**Recommended Action** Check the part number on the WIC to verify that it is supported in the Cisco IOS software release that is operational on the router, or contact your Cisco technical support representative.

**Error Message**

%PQUICC-1-UNSUPPORTED\_CONFIG: Slot [dec] has an unsupported combination of ISDN WAN interface cards

**Explanation** It is not possible to support the type of BRI card that is in slot 1 along with the incompatible type of BRI card that is in slot 0.

**Recommended Action** Remove one of the BRI cards from its slot.

**Error Message**

%PQUICC-1-WRONG\_SLOT: PQUICC([dec]), BRI card in wrong slot(1)

**Explanation** The BRI card is not supported in WIC slot 0.

**Recommended Action** Power down, move the BRI card to the other WIC slot on the port module, and reboot.

## PQUICC\_ASYNC Messages

The following are asynchronous MPC860 quad integrated communications controller messages.

**Error Message**

%PQUICC\_ASYNC-3-CTSLOST: Unit [dec], Clear to Send Lost

**Explanation** The CTS input signal on a DTE serial interface became inactive during transmission of a frame. This problem is a result of a communication line failure or a cable disconnection.

**Recommended Action** Check the serial interface cable and the communication equipment, such as the CSU/DSU.

## PQUICC\_ASYNC\_NOMEM Messages

The following are Integrated Port Module Asynchronous Driver messages.

**Error Message**

%PQUICC\_ASYNC\_NOMEM-3-NOMEMORY: No memory for [chars] of unit [dec]

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

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

# PQUICC\_ETHER Messages

The following are Ethernet MPC860 quad integrated communications controller messages.

## Error Message

%PQUICC\_ETHER-5-COLL: Unit [dec], excessive collisions. Retry limit [dec] exceeded

**Explanation** An Ethernet cable is broken or is not terminated.

**Recommended Action** Check cables for proper connections and termination.

## Error Message

%PQUICC\_ETHER-5-HBEAT: Unit [dec], heartbeat check failure

**Explanation** The Ethernet transceiver is malfunctioning.

**Recommended Action** Replace the Ethernet transceiver.

## Error Message

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

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

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

## Error Message

%PQUICC\_ETHER-5-LATECOLL: Unit [dec], late collision error

**Explanation** A new network may not have been engineered properly or adding a regenerator to an existing network may have changed the network specifications. This message refers only to the Ethernet connection and network. Ethernet has specific limitations for physical distance and number of nodes on a span. The Ethernet cable might be too long, or there could be too many repeaters with the result that the delay from one end to the other is too long. The Ethernet cable might be overloaded with too many users.

**Recommended Action** Ensure that your Ethernet cable is the correct length and that you do not have too many repeaters in use. If these conditions are not the problem, try removing hosts from the Ethernet segment to reduce the load.

**Error Message**

%PQUICC\_ETHER-1-LOSTCARR: Unit [dec], lost carrier. Transceiver problem?

**Explanation** The Ethernet 10BASE-T cable is unplugged.

**Recommended Action** Reconnect the 10BASE-T Ethernet cable.

**Error Message**

%PQUICC\_ETHER-1-LOSTCARR\_1: Unit [dec], lost carrier. Transceiver problem?

**Explanation** The 10BASE-T Ethernet cable is unplugged.

**Recommended Action** Connect the 10BASE-T Ethernet cable.

**Error Message**

%PQUICC\_ETHER-1-SHOWFAIL: PQUICC/ETHER([dec]/[dec]), Memory error at [chars]

**Explanation** The PQUICC Ethernet controller could not allocate the memory required to display the controller.

**Recommended Action** Clear the interface. 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**

%PQUICC\_ETHER-1-TXERR: [chars]: Fatal transmit error. Restarting...

**Explanation** A fatal transmission error has occurred on the interface, causing the line to be restarted.

**Recommended Action** If this message recurs, contact your Cisco technical support representative for assistance.

**Error Message**

%PQUICC\_ETHER-3-UNDERFLO: Unit [dec], underflow error

**Explanation** During transmission of a frame, the local buffer of the controller chip received insufficient data because the data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required. If the problem recurs, it indicates a hardware error that might be related to data traffic patterns. If this is the case, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message**

%PQUICC\_ETHER-1-UNSUP\_BOOM\_SLOT: BOOM Ethernet Interface is not supported on slot:  
[dec]

**Explanation** The specific Ethernet interface is not supported on the specified slot.

**Recommended Action** Use the 10BASE-T Ethernet LAN interface card (BOOM card) in slot 0.