

SDLLC Messages

The following are Synchronous Data Logical Link Control (SDLLC) Logical Link Control Type 2 (LLC2) translation messages.

Error Message

```
%SDLLC-5-ACT_LINK: SDLLC: [chars] LINK address [hex] ACTIVATED: [chars]
```

Explanation An SDLLC media conversion session has been activated.

Recommended Action No action is required.

Error Message

```
%SDLLC-5-DACT_LINK: SDLLC: [chars] LINK address [hex] DEACTIVATED: [chars]
```

Explanation An SDLLC media conversion session has been deactivated. If the deactivation was the result of an error condition, this message will include a reason.

Recommended Action If the message does not include a description of an error, the deactivation was normal, and the message is for information only. If the message does include a description of an error, begin problem analysis. Determine whether the session loss is related to LLC2 timers by entering the **debug llc2-err** command. If the problem is related to LLC2 timers, consider using SDLLC with the local acknowledgment feature. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

SDP Messages

The following are Session Description Protocol (SDP) messages.

Error Message

```
%SDP-3-CONFIG_PTR_ERROR: Received invalid config pointer from application. Unable to process.
```

Explanation The SDP library application has an invalid configuration pointer. Because of this error, the SDP library is unable to process the request that it received. The configuration of the application will not be as expected, and SDP parsing errors can result, even for valid SDPs.

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

Error Message

%SDP-3-INTERNAL: [chars]

Explanation An internal software error has occurred.

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

Error Message

%SDP-3-SDP_PTR_ERROR: Received invalid SDP pointer from application. Unable to process.

Explanation The SDP library application contains an invalid SDP pointer. Because of this error, the SDP library is unable to process the request that it received. SDP parsing or build errors can result.

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

SDSL Messages

The following are GSHDSL messages.

Error Message

%SDSL-1-GETPROCPARAM: Unable to retrieve parameter for process

Explanation The system could not retrieve a parameter for the process that was just created.

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

Error Message

%SDSL-3-NOMEM: Interface [chars], out of memory

Explanation The router does not have enough memory installed to operate with the image.

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

%SDSL-3-RESETFAIL: Interface [chars], restart failed.

Explanation The WIC hardware might have failed.

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

SDSPFARM Messages

The following are SDSP Farm register/unregister messages.

Error Message

%SDSPFARM-6-REGISTER: mtp-[dec]:[chars] IP:[IP_address] Socket:[dec]
DeviceType:[chars] has registered.

Explanation The configured transcoding sdspfarm has registered to the SCCP server.

Recommended Action No action is required.

Error Message

%SDSPFARM-6-REGISTER_NEW: mtp-[dec]:[chars] IP:[IP_address] Socket:[dec]
DeviceType:[chars] has registered.

Explanation A transcoding sdspfarm has registered. The sdspfarm is not yet in current running configuration of the SCCP server.

Recommended Action No action is required.

Error Message

%SDSPFARM-6-UNREGISTER_ABNORMAL: mtp-[dec]:[chars] IP:[IP_address] Socket:[dec]
DeviceType:[chars] has unregistered abnormally.

Explanation A transcoding sdspfarm has unregistered without sending an unregister message.

Recommended Action No action is required.

Error Message

%SDSPFARM-6-UNREGISTER_NORMAL: mtp-[dec]:[chars] IP:[IP_address] Socket:[dec]
DeviceType:[chars] has unregistered normally.

Explanation A transcoding sdspfarm has successfully unregistered

Recommended Action No action is required.

SEC Messages

The following are IP security messages.

Error Message

```
%SEC-6-IPACCESSLOGDP: list [chars] [chars] [chars] [IP_address] [chars]->
[IP_address] ([dec]/[dec]), [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list has been detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGNP: list [chars] [chars] [dec] [IP_address] [chars]->
[IP_address], [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list has been detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGP: list [chars] [chars] [chars] [IP_address]([dec]) [chars]->
[IP_address]([dec]), [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list has been detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGRL: access-list logging rate-limited or missed [dec]
packet[chars]
```

Explanation Some packet-matching logs were missed because the access list log messages were rate limited, or no access list log buffers were available.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGRP: list [chars] [chars] [chars] [IP_address] [chars]->
[IP_address], [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list has been detected.

Recommended Action No action is required.

Error Message

```
%SEC-6-IPACCESSLOGS: list [chars] [chars] [IP_address] [dec] packet[chars]
```

Explanation A packet matching the log criteria for the given access list was detected.

Recommended Action No action is required.

Error Message

```
%SEC-3-NOMAX: No default for NLESO defined
```

Explanation An internal software error has occurred.

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

Error Message

```
%SEC-2-NOOPT: Box secured, no option on internal packet
```

Explanation An internal software error has occurred.

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

Error Message

%SEC-2-NOTSEC: First opt in tcb not BASIC security

Explanation An internal software error has occurred.

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

Error Message

%SEC-2-SECINS: Security opt in tcb not SECINSERT

Explanation An internal software error has occurred.

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

Error Message

%SEC-4-TOOMANY: Box secured, too many options on internal packet

Explanation The system was not able to process the packet because there was not enough room for all of the desired IP header options. The packet has been discarded.

Recommended Action Change the configuration so that fewer IP header options are stored.

SERVER_CLOCK_SYNC Messages

The following are clock synchronization server messages.

Error Message

%SERVER_CLOCK_SYNC-3-BADREQ: bad request - [chars] - from client - [chars]

Explanation An internal software error has occurred.

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

Error Message

%SERVER_CLOCK_SYNC-3-CREATEBOOL: watched boolean creation failure. bool [chars]

Explanation An internal software error has occurred.

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

Error Message

%SERVER_CLOCK_SYNC-3-LISTCREATE: list creation failure

Explanation An internal software error has occurred.

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

Error Message

%SERVER_CLOCK_SYNC-3-LOCATE

Explanation An internal software error has occurred.

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

Error Message

%SERVER_CLOCK_SYNC-3-PORTCREATE: cannot create port [chars] due to [chars]

Explanation An internal software error has occurred.

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

Error Message

%SERVER_CLOCK_SYNC-3-PORTOPEN: cannot open port [chars] due to [chars]

Explanation An internal software error has occurred.

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

Error Message

%SERVER_CLOCK_SYNC-3-PORTREG: cannot register port [chars] due to [chars]

Explanation An internal software error has occurred.

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

SERVICE_MODULE Messages

The following are service module messages.

Error Message

```
%SERVICE_MODULE-4-ACCESSERROR: Unit [chars] reports register access error -  
[chars]
```

Explanation The T1 module has supplied an invalid register address. This error might occur if a new version of the module is using an older Cisco IOS software image that does not support the module in use.

Recommended Action Update the Cisco IOS software image on the system. If updating the software does not solve the problem, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%SERVICE_MODULE-4-ALARMFAILURE: Unit [chars] - Could not access alarm status -  
disabling alarm processing
```

Explanation The system issued an alarm interrupt but could not read the alarm status register from the module. As a response, the system has disabled alarm processing.

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

Error Message

```
%SERVICE_MODULE-4-BADTYPE: Unit [chars] - reports incompatible module type [dec]  
against router hw detect
```

Explanation A register read request returned an identity for a module that was different from the identity that was reported by the router hardware pinout.

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

Error Message

```
%SERVICE_MODULE-4-COMMANDFAILED: Unit [chars] not ready/responding after register  
[dec] access command issued
```

Explanation The system did not receive a ready signal within the allotted time after writing to the command register.

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

Error Message

%SERVICE_MODULE-0-INITFAILURE: Unit [chars] - failed to create data structures used for module-access

Explanation The CSU/DSU driver failed to allocate memory for its data structures. This is a catastrophic error, and the system has crashed.

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

Error Message

%SERVICE_MODULE-0-INITWICFAILURE: Unit [chars] - failed to download properly

Explanation The CSU/DSU driver detected a checksum error while downloading WIC firmware.

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

Error Message

%SERVICE_MODULE-4-INTERBYTETIMEOUT: Unit [chars] - timed out while [chars] byte [dec] of [dec] length register [dec]

Explanation The module took more than two seconds to respond between bytes.

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

Error Message

%SERVICE_MODULE-3-LOOPDOWNFAILED: Unit [chars] - WARNING - Loopdown of remote unit failed

Explanation A remote CSU is looping pings and test patterns back to the system. This error could be triggered if the user disabled loopbacks on the remote CSU after placing the remote CSU into remote loopback mode.

Recommended Action Execute a **clear** command on the remote CSU.

Error Message

%SERVICE_MODULE-5-LOOPDOWNREMOTE: Unit [chars] - Remote loopback test cancelled

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

%SERVICE_MODULE-5-LOOPUPFAILED: Unit [chars] - Loopup of remote unit failed

Explanation The loopback on the remote unit has failed. The failure might indicate that the network connection is broken or that loopbacks are disabled at the other side.

Recommended Action Verify that the router is connected to the network and enable loopbacks on the remote unit. If this process does not resolve the problem, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%SERVICE_MODULE-5-LOOPUPREMOTE: Unit [chars] - Remote unit placed in loopback

Explanation The user issued a **loopback** command on the remote unit. The remote unit is now in loopback mode.

Recommended Action No action is required.

Error Message

%SERVICE_MODULE-4-NOTREADY: Unit [chars] not ready for register access

Explanation The module has been waiting for a ready status before executing a read/write request. The system reported a “not ready” status for 5 seconds. This condition caused the module to terminate the read/write request.

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

Error Message

%SERVICE_MODULE-4-OLDIMAGE: Unit [chars] - router image older than module version
- access errors may be seen

Explanation The Cisco IOS software image does not recognize the PROM software version number on the module. In this instance, the system displays this message if the PROM has been upgraded to a new version, but the Cisco IOS software image has not been upgraded.

Recommended Action Upgrade the Cisco IOS software image.

Error Message

%SERVICE_MODULE-4-REPEATEDRESET: Unit [chars] - giving up after [dec] repeated resets couldn't bring module up again

Explanation The software issued several **clear service-module** requests to the module, but the module did not respond to these requests.

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

Error Message

%SERVICE_MODULE-4-REQUESTOVERLOAD: Unit [chars] - module request overload - lock access timeout

Explanation The system employs a Cisco IOS scheduler semaphore object to ensure mutually exclusive access across software threads to the CSU/DSU. In this instance, a thread had to wait for more than 5 seconds on this semaphore.

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

Error Message

%SERVICE_MODULE-5-RESET: Reset of Unit [chars] issued

Explanation The module has been reset.

Recommended Action No action is required.

Error Message

%SERVICE_MODULE-4-RESETFAILURE: Unit [chars] - failed to create reset process - non-default module configuration may be lost

Explanation To execute a reset, the Cisco IOS software must initiate a separate process. The Cisco IOS software did not have sufficient memory to create this separate process. The module came up in an initialized state with the default configuration. The user-defined configuration may have been lost.

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

Error Message

```
%SERVICE_MODULE-4-UNKNOWNALARM: Unit [chars] reports unknown network alarms -  
alarm status reg = [hex]
```

Explanation A recent version of the module is operating with an older Cisco IOS software image that does not support the module version. The module did not recognize an alarm condition.

Recommended Action Update the Cisco IOS software image on the system. If updating the software does not resolve the problem, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%SERVICE_MODULE-4-WICNOTREADY: Unit [chars] not ready for next command
```

Explanation The module has been waiting for the current request to be processed before sending the next request. The current request was in progress for more than 3 seconds.

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

SERVICEMODULE Messages

The following are Service Module monitor messages.

Error Message

```
%SERVICEMODULE-4-BADPLATFORMINFO: Service module [chars] platform information not  
received correctly
```

Explanation The platform information of the service module was not received correctly.

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

```
%SERVICEMODULE-2-IPCONFIGFAILED: Service module [chars] IP configuration  
([chars]) failed
```

Explanation The IP configuration of the service module has failed.

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

Error Message

%SERVICEMODULE-5-NEWPASSWORD: Service module [chars] password changed to [chars]

Explanation The password of the service module has been changed.

Recommended Action No action is required.

Error Message

%SERVICEMODULE-3-PASSWORDRESET: Service module [chars] password reset [chars] [chars]

Explanation The password reset of the service module failed or is not supported.

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

%SERVICEMODULE-2-REGISTRATIONFAILED: Registration of [chars] failed, [chars] already occupying the same slot

Explanation A service module has already been registered, but the system is trying to register a new service module on the same slot.

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

%SERVICEMODULE-5-RESTORED_DEF_GW: Service module [chars] "service-module ip default-gateway" restored.

Explanation The service-module IP default-gateway was restored when the interface IP address changed.

Recommended Action No action is required.

Error Message

%SERVICEMODULE-5-RESTORE_EXT_IP: Service module [chars] "service-module ext ip address" restored.

Explanation The service-module ext IP address is restored when the interface IP address changed.

Recommended Action No action is required.

Error Message

%SERVICEMODULE-5-RESTORE_IP: Service module [chars] "service-module ip address" restored.

Explanation The interface IP address has been changed, and the service module IP address has been restored because of that change. The new IP address is in the same subnet as the previous one.

Recommended Action No action is required.

Error Message

%SERVICEMODULE-5-SHUTDOWN: Service module [chars] shutdown complete

Explanation The shutdown of the service module was completed.

Recommended Action No action is required.

Error Message

%SERVICEMODULE-5-UNCONFIGURE_DEF_GW: Service module [chars] "service-module ip default-gateway" unconfigured.

Explanation service-module ip default-gateway unconfigured as Interface ip address changed

Recommended Action No action is required.

Error Message

%SERVICEMODULE-5-UNCONFIGURE_EXT_IP: Service module [chars] "service-module ext ip address" unconfigured.

Explanation service-module ext ip address unconfigured as Interface ip address changed

Recommended Action No action is required.

Error Message

%SERVICEMODULE-5-UNCONFIGURE_IP: Service module [chars] "service-module ip address" unconfigured.

Explanation service-module ip address unconfigured as Interface ip address changed

Recommended Action No action is required.

SGBP Messages

The following are Stack Group Bidding Protocol messages.

Error Message

```
%SGBP-7-ACTIVE: Member [chars] State -> Active
```

Explanation This message is generated only when SGBP errors or events debugging is enabled. This message indicates that a link to another SGBP member has completed the interactions to set up the link and is now entering the active state.

Recommended Action No action is required.

Error Message

```
%SGBP-5-ARRIVING: New peer event for member [chars]
```

Explanation This message is generated only when SGBP event debugging is enabled. This message indicates that an SGBP peer joined the group.

Recommended Action No action is required.

Error Message

```
%SGBP-1-AUTHFAILED: Member [chars] failed authentication
```

Explanation This message is generated only when SGBP debugging for hellos or errors is enabled. An attempted peer connection has ended in authentication failure. A peer might be configured incorrectly. This condition could also indicate an attempted breach of security.

Recommended Action Verify that the peer is correctly configured. If there is a chance that your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%SGBP-7-AUTHOK: Member [chars] State -> AuthOK
```

Explanation This message is generated only when SGBP debugging for errors or events is enabled. A message was received from another SGBP member indicating that an authentication attempt to that member succeeded.

Recommended Action No action is required.

Error Message

%SGBP-7-CANCEL: Local query #[dec]:[dec] for bundle [chars]

Explanation This message is generated only when SGBP query debugging is enabled. This message provides information about queries in progress.

Recommended Action No action is required.

Error Message

%SGBP-7-CHALLENGE: Send Hello Challenge to [chars] group [chars]

Explanation This message is generated only when SGBP debugging for hellos is enabled. This condition indicates that an authentication challenge has been sent to a peer.

Recommended Action No action is required.

Error Message

%SGBP-7-CHALLENGED: Rcv Hello Challenge message from member [chars] using [IP_address]

Explanation This message is generated only when SGBP debugging for hellos is enabled. This condition indicates that an authentication challenge has been received from a peer.

Recommended Action No action is required.

Error Message

%SGBP-7-CLOSE: Closing pipe for member [chars]

Explanation This message is generated only when SGBP event debugging is enabled. An interprocess communication link has been closed.

Recommended Action No action is required.

Error Message

%SGBP-1-DIFFERENT: Rcv [chars]'s addr [IP_address] is different from the hello's addr [IP_address]

Explanation The internally configured address for an SGBP member does not match the address of the host that tried to authenticate as that member. The configuration is incorrect either on this system or on the other member; they must agree.

Recommended Action Determine which configuration is in error and fix it.

Error Message

%SGBP-7-DONE: Query #[dec] for bundle [chars], count [dec], master is [chars]

Explanation This message is generated only when SGBP query debugging is enabled. This message provides information about queries in progress.

Recommended Action No action is required.

Error Message

%SGBP-7-DUPL: Duplicate local query #[dec] for [chars], count [dec], ourbid [dec]

Explanation This message is generated only when SGBP query debugging is enabled. This message provides information about queries in progress.

Recommended Action No action is required.

Error Message

%SGBP-1-DUPLICATE: Rcv Duplicate bundle [chars] is found on member [chars]

Explanation This message is generated only when SGBP debugging for hellos or errors is enabled and indicates that a duplicate bundle has been received from the same peer more than once. The duplicate bundle was discarded.

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

Error Message

%SGBP-7-EQUAL: [dec] equal highest bids, randomly select bid# [dec]

Explanation This message is generated only when SGBP query debugging is enabled. This message provides information about queries in progress.

Recommended Action No action is required.

Error Message

%SGBP-7-HANGUP: I am a forward-only member, can't forward bundle [chars], hangup

Explanation This message is generated only when SGBP query, event, and error debugging is enabled. This indicates a routine change of role for the router in its SGBP interactions with peers.

Recommended Action No action is required.

Error Message

%SGBP-3-INVALID: MQ message with [chars]

Explanation This message is generated only when SGBP debugging for errors is enabled. An invalid message has been received and discarded.

Recommended Action This condition probably indicates that an error has occurred in the network media or a peer and that erroneous packets are being generated.

Error Message

%SGBP-3-INVALIDADDR: Stack group [chars] IP address [IP_address]

Explanation The current configuration does not allow a local IP address to be configured using the **sgbp member** command. Any local address is automatically removed from the SGBP group.

Recommended Action Do not configure **sgbp member** using a local IP address.

Error Message

%SGBP-3-INVALIDB: [chars] for bundle '[chars]' -- [chars]

Explanation An internal software error has occurred.

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

Error Message

%SGBP-3-INVFIELD: [chars] field type [hex] has [chars] [dec] (expected [dec])

Explanation An SGBP request from a peer contained invalid or corrupt data.

Recommended Action Check the peer equipment or network media for any problems.

Error Message

%SGBP-7-KEEPALIVE: Sending Keepalive to [chars], retry=[dec]

Explanation This message is generated only when SGBP debugging for hellos is enabled. A keepalive message has been sent to an SGBP member.

Recommended Action No action is required.

Error Message

%SGBP-7-KEEPALIVE_TIMEOUT: Keepalive timeout on [chars]

Explanation This message is generated only when SGBP debugging for hellos is enabled. Keepalive messages have not been answered, so the pipe to an SGBP member was closed.

Recommended Action No action is required.

Error Message

%SGBP-5-LEAVING: Member [chars] leaving group [chars]

Explanation This message is generated only when SGBP event debugging is enabled. An SGBP peer has left the group.

Recommended Action No action is required.

Error Message

%SGBP-1-MISSCONF: Possible misconfigured member [chars] using [IP_address]

Explanation This message is generated only when SGBP debugging for hellos or error is enabled and indicates a configuration error. Either this router has an incorrect IP address listed for the peer or the peer is using an incorrect IP address.

Recommended Action Find and correct the configuration error.

Error Message

%SGBP-7-MQ: [chars] ([hex]) for query [dec]:[dec], bundle [chars], bid [dec], len [dec]

Explanation This message is generated only when SGBP error debugging is enabled. An SGBP query has been received.

Recommended Action No action is required.

Error Message

%SGBP-7-MQB: \nBundle: [chars]\n State: [chars]\n OurBid: [dec]

Explanation This message is part of a list of debug states that are displayed at the request of the operator.

Recommended Action No action is required.

Error Message

%SGBP-7-NEWL: Local query #[dec] for [chars], count [dec], ourbid [dec]

Explanation This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

Recommended Action This is a debug message only. No action is required.

Error Message

%SGBP-7-NEWP: Peer query #[dec] for [chars], count [dec], peerbid [dec], ourbid [dec]

Explanation This message is generated only when SGBP query debugging is enabled. This message provides information about queries in progress.

Recommended Action No action is required.

Error Message

%SGBP-7-NORESP: Failed to respond to [chars] group [chars], may not have password

Explanation An authentication challenge has been received, but there was no information available to respond to the authentication challenge. This condition probably indicates a configuration error or a missing password.

Recommended Action Refer to the documentation to configure a username that matches the SGBP group name.

Error Message

%SGBP-7-PB: \n[IP_address]\n State: [chars]\n Bid: [dec] Retry: [dec]

Explanation This message is part of a list of debug states that are displayed at the request of the operator.

Recommended Action No action is required.

Error Message

%SGBP-3-PEERERROR: Peer [IP_address] [chars] during 'PB [chars]' state for bundle [chars]

Explanation An internal software error has occurred.

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

Error Message

%SGBP-7-RCVD: MQ [chars] from [IP_address] for query [dec]:[dec], bundle [chars], bid [dec]

Explanation This message is generated only when SGBP message debugging is enabled. An SGBP packet has been received.

Recommended Action No action is required.

Error Message

%SGBP-7-RCVINFO: Received Info Addr = [IP_address] Reference = [hex]

Explanation This message is generated only when SGBP debugging for hellos is enabled. Data has been received by a listener process.

Recommended Action No action is required.

Error Message

%SGBP-7-RESPONSE: Send Hello Response to [chars] group [chars]

Explanation This message is generated only when SGBP debugging for hellos is enabled. A response to an authentication challenge has been sent to a peer.

Recommended Action No action is required.

Error Message

%SGBP-7-RESPONSED: Rcv Hello Response message from member [chars] using [IP_address]

Explanation This message is generated only when SGBP debugging for hellos is enabled. A response to an authentication challenge has been received from a peer.

Recommended Action No action is required.

Error Message

%SGBP-7-SENDAUTHOK: Send Hello Authentication OK to member [chars] using [IP_address]

Explanation This message is generated only when SGBP debugging for hellos is enabled. A message has been sent or re-sent to another SGBP member that indicates that an authentication attempt from that member has succeeded.

Recommended Action No action is required.

Error Message

%SGBP-7-SENDINFO: Send Info Addr to [chars]

Explanation This message is generated only when SGBP debugging for hellos is enabled. Data has been sent by the listener process in response to received data.

Recommended Action No action is required.

Error Message

%SGBP-7-SENT: MQ [chars] to [IP_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars], len [dec]

Explanation This message is generated only when SGBP message debugging is enabled. An SGBP packet has been sent.

Recommended Action No action is required.

Error Message

%SGBP-5-SHUTDOWN: [chars]

Explanation This message is generated only when SGBP event debugging is enabled. A process involved in SGBP has been terminated upon completion of its work.

Recommended Action No action is required.

Error Message

%SGBP-5-STARTUP: [chars]

Explanation This message is generated only when SGBP event debugging is enabled. An process involved in SGBP has been started.

Recommended Action No action is required.

Error Message

%SGBP-3-TIMEOUT: Peer [IP_address] bidding; state 'PB [chars]' deleted

Explanation This message is generated only when SGBP event debugging is enabled and indicates that a peer timed out while closing a query. The connection was dropped.

Recommended Action Check the peer equipment and network media for problems.

Error Message

%SGBP-3-UNEXP: MQ [chars] from [IP_address] for query [dec]:[dec], bundle [chars], bid [dec], state [chars]

Explanation This message is generated only when SGBP error debugging is enabled. The SGBP connection has entered an unexpected state, possibly caused by a software error.

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

Error Message

%SGBP-3-UNKNOWN: [IP_address] not known

Explanation This message is generated only when SGBP error debugging is enabled. An SGBP connection has been attempted by a host that was not recognized as a peer, and the connection was not accepted. Depending on the network topology and firewall configuration, SGBP connection attempts from a nonpeer host could indicate probing and attempts to breach security.

Recommended Action If there is a chance that your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%SGBP-3-UNKNOWNEVENT: Event [hex] from peer at [IP_address]

Explanation This message is generated only when SGBP error debugging is enabled. An invalid event has occurred, possibly caused by an internal software error.

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

Error Message

%SGBP-1-UNKNOWNHELLO: Rcv Hello message from non-group member using [IP_address]

Explanation This message is generated as a result of a configuration error only when SGBP debugging for hellos or errors is enabled. An SGBP Hello message has been received from a host. The host is not a member of the SGBP group, and the message was discarded.

Recommended Action List the host in the configuration of this router as a member of the group. If the other host is not configured correctly, any attempts to join this group will fail.

Error Message

%SGBP-3-UNKNOWNPEER: Event [hex] from peer at [IP_address]

Explanation This message is generated only when SGBP error debugging is enabled. An SGBP event came from a network host that was not recognizable as an SGBP peer, and the event was discarded.

Recommended Action Determine whether a network media error could have corrupted the address, or whether peer equipment is malfunctioning and is generating corrupted packets. Depending on the network topology and firewall configuration, SGBP packets from a nonpeer host could indicate probing and attempts to breach security. If there is a chance that your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

SGCP Messages

The following are Simple Gateway Control Protocol (SGCP) messages.

Error Message

%SGCP-2-INTERNAL_CRITICAL: [chars]

Explanation The SGCP subsystem encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

%SGCP-3-INTERNAL_ERROR: [chars]

Explanation The SGCP subsystem encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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

%SGCP-4-INTERNAL_WARNING: [chars]

Explanation The SGCP subsystem encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

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.

SGCP_APP Messages

The following are Simple Gateway Control Protocol (SGCP) application-related messages.

Error Message

%SGCP_APP-6-CALL_REC_DATABASE_FAILED: Failed to create call record database

Explanation The system failed to create a call record database.

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

Error Message

%SGCP_APP-6-DIGIT_MAP_DATABASE_FAILED: Failed to create digit map database

Explanation The system failed to create endpoint database.

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

Error Message

%SGCP_APP-6-DNS_QUEUE_FAILED: Failed to create DNS message watched queue

Explanation The system failed to create a DNS message watched queue.

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

Error Message

%SGCP_APP-6-PROCESS_CREATION_FAILED: Cannot create SGCP application process\n

Explanation The system failed to create the SGCP application process.

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

Error Message

%SGCP_APP-6-SOCKET_OPEN_FAILED: Failed to open UDP port for SGCP. IP Adress is not configured or UDP port (2427) already in use.

Explanation The system failed to open a UDP port for the SGCP process. An IP address has not been configured, or the UDP port (2427) was already in use.

Recommended Action Verify that an IP address is configured and find out if any other applications use the same UDP port number (2427).

SHELF Messages

The following are router shelf messages.

Error Message

%SHELF-5-AUTH_FAILED: MD5 digest does not match, SDP packet received from, [IP_address] rejected

Explanation An SDP hello packet has been received from a shelf that the system does not trust.

Recommended Action Either specify the correct SDP password or destination on the shelf from which this message was received.

Error Message

%SHELF-3-DISCOVER_SOCKET_OPEN: socket open failed

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

%SHELF-6-HELLO_PROCESS_START: Shelf hello process has started.

Explanation An internal system controller process has been started. This is an informational message only. Informational messages can be disabled by changing logging level.

Recommended Action No action is required.

Error Message

%SHELF-6-HELLO_PROCESS_STOP: Shelf hello process has been stopped.

Explanation An internal system controller process has completed its work. This is an informational message only. Informational messages can be disabled by changing logging level.

Recommended Action No action is required.

Error Message

%SHELF-6-SYSCTLR_ESTABLISHED: Configured via system controller located at [IP_address]

Explanation Configuration information has been received from a system controller. This is an informational message only. Informational messages can be disabled by changing logging level.

Recommended Action No action is required.

SIGSM Messages

The following are Signaling Service Manager messages.

Error Message

%SIGSM-1-BAD_VAR_ERR: Out of range variable index [dec] [chars]

Explanation There is a fault in a default template, or the user has provided a custom template that refers to a variable that is outside the range of the **cas-custom** command variables.

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

Error Message

%SIGSM-1-EVENT_ERR: Unexpected event

Explanation An error in the signaling state machine 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

%SIGSM-1-NO_TEMPLATE_ERR: No static template found for slot [dec] port [dec] with parameters provided

Explanation The system could not find a matching static template that has the same parameters as those used by the controller.

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

%SIGSM-3-NOMEMORY: Failed to allocate memory for the [chars]

Explanation An attempt to allocate memory has failed.

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

SIP Messages

The following are Session Initiation Protocol messages.

Error Message

%SIP-3-BADPAIR: Unexpected [chars] [dec] ([chars]) in state [dec] ([chars]) substate [dec] ([chars])

Explanation The SIP state machine has encountered an error while processing an event or timer.

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

%SIP-3-CONSTRUCT: Error encountered while trying to construct a "[dec] [chars]" [chars] message

Explanation The system encountered an error while attempting to construct an SIP request or response message. If memory allocation errors were also detected, this condition most likely caused the memory allocation problem. If no memory allocation errors have occurred, this condition may be the result of an internal problem.

Recommended Action If memory allocation errors occurred at the same time as this error, this error can be ignored. Otherwise, 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** output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SIP-3-DIGITEND: Missing digit end event for '[char]' for call ID [chars]

Explanation The system detected a “digit begin” event but did not detect a matching “digit end” event. This condition is most likely an internal error that is self correcting. The NOTIFY message for the digit has been transmitted.

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

Error Message

%SIP-3-DIGITQFULL: Unable to queue DTMF digit. Queue full. size: [dec]

Explanation A request to queue a DTMF digit was rejected because the DTMF queue is full. A 5xx server error has been returned. This error may indicate that a flood of DTMF digit requests from an external SIP application for a specific call has been received in a short period of time.

Recommended Action No action is required.

Error Message

%SIP-3-FORKING_CODEC: No forking codecs configured for dial-peer [dec], the forked m-lines will be rejected. Forking codecs are [chars]

Explanation Media forking requests which arrive in an INVITE message are identified by multiple media lines (m-lines) in the SDP. Each media line defines a media stream that has a destination port and payload types. To fork multiple media streams from a single call, all streams must share the same payload type and codec. Only a subset of the full list of SIP codecs are available for media forking, and the dial peer selected for the call that is to be forked must include one of these supported codecs. This message indicates that the dial peer does not include one of the supported codecs, so only the original media stream will be maintained; the remaining media streams will be rejected in the response by setting the port number to zero in the SDP.

Recommended Action Modify the dial-peer configuration to include one of the forking codecs listed by entering either the **codec** command or the **voice-class codec** command.

Error Message

%SIP-3-INSV_ERROR: Error encountered while trying to bring the SIP component into service

Explanation During bootup of the gateway, each of the Service Provider Interfaces are brought into service. The SIP Service Provider Interface creates several processes and notifies the Call Control API when it is finished. One or more of these tasks has failed, so the SIP component will not be properly initialized.

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

%SIP-3-INTERNAL: [chars]

Explanation An internal software error has occurred.

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

Error Message

%SIP-3-INVALID: Invalid [chars] [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. 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

%SIP-3-LIST_ERROR: Unable to create list for [chars]

Explanation An attempt to create a list has failed. Failure to create a list generally indicates that the router is out of memory, either because of a memory leak or because of insufficient memory. If the error was generated soon after a reload, it's more likely that the router does not have enough memory. If the router has been running for a while, a memory leak is more likely. The SIP component has not been properly initialized, and SIP calls might not complete properly.

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

Error Message

%SIP-4-MAXSDP: SIP message sent with maximum SDP.

Explanation An SIP protocol message containing the maximum allowable SDP size has been sent. If the desired SDP was greater than the maximum size limit, the SDP has been truncated at the limit. If the desired SDP was equal to the maximum size limit, no truncation has occurred. This warning can indicate that an SIP request containing an unusually large SDP has been received from an external SIP application for a specific call, resulting in an SIP response with the maximum SDP.

Recommended Action No action is required.

Error Message

%SIP-3-NOGETSTRUCT: No data structure passed to MIB API subsystem.

Explanation The SNMP agent MIB subsystem for the MIB did not pass a data structure to the MIB API subsystem for the proper retrieval of the requested object data. Processing of the GET operation cannot continue.

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

Error Message

%SIP-3-NOMATCH: Unable to find matching CCB for ccCallID [dec]

Explanation An internal error was encountered while the system was attempting to match a call ID with a call control block.

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** output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SIP-3-NORESOURCE: No resources for [chars]

Explanation An error was encountered while the system was attempting to obtain memory resources for an internal queue or table. If memory allocation errors were also detected, this condition most likely caused the memory allocation problem. If no memory allocation errors have occurred, this condition can be the result of an internal problem.

Recommended Action If memory allocation errors occurred at the same time as this error, this error can be ignored. Otherwise, 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** output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%SIP-3-NOSETDATA: No SET data passed to MIB API subsystem.

Explanation The SNMP agent MIB subsystem for this MIB did not pass any data to the MIB API subsystem for the proper assignment of values to the internal data structures of the object. Processing of the SET operation cannot continue.

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

Error Message

%SIP-3-QUEUE_ERROR: Unable to enqueue event [chars] ([dec]) to a process watched queue. Current size: [dec], max size: [dec]

Explanation An internal or external event was dropped because it could not be added to the queue, probably because the queue is full. The result can be minor (retransmission of a SIP message) or major (dropped call), depending on the event that was lost. This error might indicate that the call rate is exceeding the capacity of the gateway. If this is the case, the CPU utilization is excessively high (above 75%).

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

Error Message

%SIP-3-UNKNOWNOBJ: MIB object [chars].[dec] is not known by MIB API subsystem.

Explanation The MIB object specified in the **SNMP get pdu** command has been correctly identified by the SNMP agent infrastructure, but was not correctly identified by the subsystem responsible for the MIB. Processing of the GET operation cannot continue. Under normal circumstances, the SNMP agent infrastructure and subsystem responsible for the MIB always synchronize to the same set of MIB objects (that is, the same version of the MIB). This condition indicates that synchronization has not 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.

SKINNYSECURESERVICE Messages

The following are Skinny Secure Server messages.

Error Message

%SKINNYSECURESERVICE-3-NOINIT: Can't initialize Secure Skinny server

Explanation Internal problems with initializing ports for the secure skinny server .

Recommended Action Make sure the skinny secure server port is available on the local machine.

Error Message

%SKINNYSECURESERVICE-3-NOMEM: Can't initialize memory for Secure Skinny server

Explanation Insufficient memory for secure skinny server

Recommended Action Increase amount of available memory.

Error Message

%SKINNYSECURESERVICE-3-NOPROC: Could not start Skinny Secure Server

Explanation Internal problem in process creation .

Recommended Action No action is required.

Error Message

%SKINNYSECURESERVICE-3-NOSOCKETS: Max Number of Skinny Secure Server sockets exceeded: too many IP phones

Explanation There are too many skinny secure server clients requesting service.

Recommended Action Reduce number of secure IP phones requesting service.

SKINNYSERVER Messages

The following are Skinny Server messages.

Error Message

%SKINNYSERVER-3-NOINIT: Can't initialize Skinny server

Explanation Internal problems with initializing ports for the skinny server .

Recommended Action Make sure the skinny server port is available on the local machine.

Error Message

%SKINNYSERVER-3-NOMEM: Can't initialize memory for Skinny server

Explanation Insufficient memory for skinny server.

Recommended Action Increase amount of available memory.

Error Message

%SKINNYSERVER-3-NOSOCKETS: Max Number of Skinny Server sockets exceeded: too many IP phones

Explanation There are too many skinny server clients requesting service.

Recommended Action Reduce the number of IP phones requesting service.

SLB Messages

The following are server load balancing (SLB) messages.

Error Message

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

Explanation An unexpected error occurred during an SLB operation.

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

Error Message

```
%SLB-4-WARNING: Unexpected condition: [chars]
```

Explanation An unexpected condition was detected during an SLB operation.

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

SLB_DFP Messages

The following are server load balancing (SLB) Dynamic Feedback Protocol (DFP) agent messages.

Error Message

```
%SLB_DFP-4-BAD_LEN: Agent [IP_address]:[int] - Invalid message length - [int]
```

Explanation Too many errors have occurred during the reading of the message header from the SLB DFP agent.

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

Error Message

```
%SLB_DFP-4-BAD_MSG: Agent [IP_address]:[int] - Unknown message type [int], vector [int]
```

Explanation Unknown message type received from SLB DFP Agent

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

%SLB_DFP-4-BAD_SEND: Agent [IP_address]:[int] - Send failed

Explanation Sending a message to SLB DFP Agent failed

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

Error Message

%SLB_DFP-4-BIG_MSG: Agent [IP_address]:[int] - Message length [int], too big

Explanation Message from SLB DFP Agent is too big

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

%SLB_DFP-4-BIG_VEC: Agent [IP_address]:[int] - Message type [int], vector [int] too big

Explanation The message received from the SLB DFP agent exceeds the maximum allowable size.

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

Error Message

%SLB_DFP-4-CON_FAIL: Agent [IP_address]:[int] - Socket_connect failed

Explanation An attempt to connect a socket to the SLB DFP agent has failed.

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

Error Message

%SLB_DFP-4-KEEP_ALV: Agent [IP_address]:[int] - Have not received keep alive

Explanation Have not received keep-alive message from SLB DFP Agent

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

%SLB_DFP-4-NO_PARSE: Agent [IP_address]:[int] - Could not parse message

Explanation The message received from the SLB DFP agent could not be parsed.

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

Error Message

%SLB_DFP-4-READ_ERR: Agent [IP_address]:[int] - Too many read errors

Explanation Too many errors occurred during the reading of the message header from the SLB DFP agent.

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

Error Message

%SLB_DFP-4-SOCK_ERR: Agent [IP_address]:[int] - Socket_rcv error [dec]

Explanation A message involving a socket error has been received from the SLB DFP agent.

Recommended Action Recycle the DFP. 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

%SLB_DFP-4-SOCK_OPN: Agent [IP_address]:[int] - Socket already open

Explanation An attempt was made to open the socket to the SLB DFP agent when it was already open.

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

Error Message

%SLB_DFP-4-UKN_CON: Agent [IP_address]:[int] - Unknown connection state [int]

Explanation An unknown connection state occurred during the processing of the SLB DFP timer.

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

Error Message

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

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

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

Error Message

```
%SLB_DFP-4-UNK_TYPE: Agent [IP_address]:[int] - Unknown message type [int]
```

Explanation A message of an unknown type has been received from the SLB DFP agent.

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

SLC Messages

The following Channel Interface Processor (CIP) messages are related to the serial link controller.

Error Message

```
%SLC-3-PCANMIRESET: Reset of Port [dec] NMI failed
```

Explanation After the serial link controller had serviced an NMI from a parallel PCA interface, the attempt to reset the interrupt 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

```
%SLC-3-SCANEP1: Scan of EP ring 1 failed
```

Explanation An attempt to scan the first set of internal latches on the ESCON processor 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

%SLC-3-SCANEP2: Scan of EP ring 2 failed

Explanation An attempt to scan the second set of internal latches on the ESCON processor 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

%SLC-3-SCANSLC: Scan of SLC ring failed

Explanation An attempt to scan the internal latches of the serial link controller 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

%SLC-3-STOPBIDITO: Stop BIDI clock timed out

Explanation An attempt was made to stop the clock on the interface between the ESCON processor and the serial link controller. The serial link controller did not indicate that the BIDI clock was stopped.

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

Error Message

%SLC-3-STOPEPTO: Stop EP clock timed out

Explanation An attempt was made to stop the clock on the ESCON processor. The serial link controller did not indicate that the clock was stopped. The CIP attempted to stop the BIDI clock.

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

SLCI Messages

The following Channel Interface Processor (CIP) messages are related to the Signaling Link Code Interface (SLCI).

Error Message

```
%SLCI-3-BAD_TYPE_CODE: PA[dec] MPC [hex]-[hex] got unrecognized xfer_list type code
```

Explanation An MPC process has received a transfer list containing an unrecognized type 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

```
%SLCI-6-FLUSH: PA[dec] MPC [hex]-[hex] Read data flushed.
```

Explanation Because of an error on the channel, some data that was intended to be sent to the channel has not been sent to the channel. The VTAM will receive an error indication and should retry the operation.

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

Error Message

```
%SLCI-3-INBOUND_FSM_ERR: PA[dec] MPC [hex]-[hex] Event [chars], State [chars]
```

Explanation An internal state machine has attempted to execute an event that is inconsistent with the 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

```
%SLCI-3-INFLOW_FSM_ERR: PA[dec] MPC [hex]-[hex] Event [chars], State [chars]
```

Explanation An internal state machine has attempted to execute an event that is inconsistent with the 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

%SLCI-6-LONGREC: PA[dec] CTA [hex]-[hex] Attempt to transmit too large a record.

Explanation The amount of data being read by the channel has exceeded the size of the read channel command word.

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

Error Message

%SLCI-0-NOMEM: Attempt to acquire memory by [chars] failed, pc: [hex], at [int]

Explanation A call to create a pool or get a buffer 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

%SLCI-0-STASH_EMPTY: Stash empty on read complete

Explanation A read operation has completed, but no data has been stashed.

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

SLIP Messages

The following are Serial Line Internet Protocol messages.

Error Message

%SLIP-2-BADQUOTE: Impossible quoted character [hex]

Explanation An internal software error has occurred.

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

Error Message

%SLIP-2-BADSTATE: Impossible input state [hex]

Explanation An internal software error has occurred.

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

SLOT Messages

The following are Cisco 6100 alarm subsystem slot-related messages.

Error Message

%SLOT-6-MODULE_DETECTED: [chars] [chars] [chars] [chars] [chars]

Explanation An inserted card has been detected.

Recommended Action No action is required.

Error Message

%SLOT-3-MODULE_MISSING: [chars] [chars] [chars] [chars] [chars]

Explanation A card in the slot is missing. The slot is already provisioned or a card has been removed from the slot.

Recommended Action Unprovision the slot or insert the correct card in the already-provisioned slot.

SLOTDUMP Messages

The following are slot dump messages.

Error Message

%SLOTDUMP-3-CORE_DUMP_ERROR: Core dump error slot [dec]: [chars]

Explanation An error occurred during a core dump of slot.

Recommended Action No action is required.

SM Messages

The following are state machine messages.

Error Message

```
%SM-4-BADEVENT: Event '[chars]' is invalid for the current state '[chars]':  
[chars] [chars]
```

Explanation An attempt was made to post an event that is invalid for the current state of the state machine.

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

```
%SM-4-INIT: Internal error while initializing state machine '[chars]', state  
'[chars]': [chars]
```

Explanation An attempt was made to initialize an invalid state machine.

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

```
%SM-4-PERSIST: Persistent event '[chars]' did not leave the current state  
'[chars]': [chars] [chars]
```

Explanation An attempt was made to post a persistent event that would have caused an infinite loop in a state machine.

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

```
%SM-4-STOPPED: Event '[chars]' ignored because the state machine is stopped:  
[chars] [chars]
```

Explanation An attempt was made to post an event to a state machine that has already been stopped.

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.

SMB Messages

The following are SMB messages.

Error Message

```
%SMB-3-CLIENT_ACCOUNTING_BUG: ldaemon_process: offset accounting botch
```

Explanation An internal error has occurred. This condition indicates a process that is not responding or is hung.

Recommended Action Reboot the system.

Error Message

```
%SMB-5-CRC_ERROR: SMB bus [dec] CRC error
```

Explanation An SMB message has been received with a CRC error.

Recommended Action This is an information message only. However, if this message occurs frequently, 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://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, 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

```
%SMB-3-GETBUFFER_FAILED: [chars]: getbuffer returned NULL
```

Explanation The requested memory allocation is not available for the SMB message that was received. The current system configuration, network environment, or possibly a software error may have exhausted or fragmented the DSLAM memory.

Recommended Action It may be required to add more memory or reduce the number of features that are supported by the system. If you suspect a software error, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, 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

```
%SMB-3-IPC_SMB_OPEN_FAIL: ipc_smb_open ([dec]) failed
```

Explanation The “report_up_process” process has encountered an error while it was attempting to report a line card as active (up).

Recommended Action No action is required. The condition will most likely disappear after a short period of time.

Error Message

```
%SMB-5-LENGTH_MISMATCH: SMB bus [dec] length mismatch: received [dec] bytes, not [dec] bytes
```

Explanation The total number of bytes that were received on the SMB bus does not match with the length field SMB message that was received.

Recommended Action If this message occurs frequently, 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://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, 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

```
%SMB-1-METEOR_HIT: txrx_isr: SMB [dec] FIFO/CSR accessed while busy
```

Explanation An internal system error has occurred.

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

information. Search for resolved software issues using the Bug Toolkit at http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, 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

```
%SMB-3-MGD_TIMER_BUG: ldaemon_process: expired timer context [dec] not [dec]
```

Explanation An internal system error has occurred.

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

```
%SMB-3-PROCESS_CREATE_BUG: [chars]: couldn't create process
```

Explanation An internal error has occurred. This condition indicates a process that is not responding or is hung.

Recommended Action Reboot the system.

Error Message

```
%SMB-3-QUEUE_BOTCH_BUG: [chars]: queue botch
```

Explanation An internal error has occurred. This condition indicates a process that is not responding or is hung.

Recommended Action Reboot the system.

Error Message

```
%SMB-3-RETRIEVE_ARGP_BUG: [chars]: couldn't retrieve arguments, process terminated
```

Explanation An internal error has occurred. This condition indicates a process that is not responding or is hung.

Recommended Action Reboot the system.

Error Message

%SMB-5-RUNT_PACKET: [dec] runt packets received on SMB [dec]

Explanation The size of the message that was received on the SMB bus is less than the minimum SMB message size (4 bytes). This condition indicates a problem with the FPGA.

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://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, 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

%SMB-3-SMB_SEND_BUG: smb_send: [chars] pak [hex] portnum [dec]

Explanation An internal system error has occurred.

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

%SMB-3-SMB_UART_STATE_BUG: smb_uart_isr: bus [dec] interrupting when idle

Explanation A bus was interrupted while it was in the idle state.

Recommended Action No action is required.

Error Message

%SMB-3-STATE_MACHINE_BUG: [chars]: bogus state [dec], port [dec]

Explanation An internal error has occurred. This condition indicates a process that is not responding or is hung.

Recommended Action Reboot the system.

Error Message

```
%SMB-3-TRAFFIC_ON_BUG: smb_traffic_on: port [dec] output queue non-empty
```

Explanation The output queue is not empty. Its expected state was an empty state.

Recommended Action No action is required.

Error Message

```
%SMB-3-UNKNOWN_TIMER_BUG: unknown timer type [dec]
```

Explanation The SMB process detected an unknown timer event.

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

SMF Messages

The following are Software MAC Filter messages.

Error Message

```
%SMF-4-INVALID_ACTION: failed to create SMF entry for [enet] on [chars] with  
result [hex]
```

Explanation An internal software error has occurred.

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

SMRP Messages

The following are Simple Multicast Routing Protocol messages.

Error Message

%SMRP-2-ASSERTFAILED: SMRP assertion failed: [chars]

Explanation The software has detected an inconsistency. This condition is considered a serious error. The router attempts to continue, but SMRP processing might be impaired.

Recommended Action Copy the error message exactly as it appears, noting any SMRP problems that you are experiencing, and report it to your Cisco technical support representative.

Error Message

%SMRP-7-DEBUGMSG: SMRP Debug: [chars]

Explanation This message is generated by some debug commands to provide additional information about conditions in SMRP.

Recommended Action If you are experiencing problems in SMRP, these messages should be provided, along with any other information, in a report to your Cisco technical support representative.

Error Message

%SMRP-5-NEIGHBORDOWN: [chars]: SMRP neighbor down - [chars]

Explanation A neighboring SMRP router is now down.

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

Error Message

%SMRP-6-NEIGHBORUP: [chars]: SMRP neighbor up - [chars]

Explanation A neighboring SMRP router has appeared.

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

Error Message

%SMRP-3-NOFDDICOMPAT: SMRP port [chars] disabled; pre-fdditalk not supported

Explanation SMRP cannot be started on an interface running pre-FDDITalk.

Recommended Action Use FDDITalk on the FDDI ring, if possible.

Error Message

%SMRP-5-PORTDOWN: [chars]: SMRP port down - [chars]

Explanation An SMRP port is down and is no longer operational.

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

Error Message

%SMRP-6-PORTUP: [chars]: SMRP port up - [chars]

Explanation An SMRP port has come up.

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

SM-SP Messages

The following are State Machine SP messages.

Error Message

%SM-SP-4-BADEVENT: Event '[chars]' is invalid for the current state '[chars]':
[chars] [chars]

Explanation An attempt was made to post an event to a state machine that is invalid for the current state.

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. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information

SNAPSHOT Messages

The following are Snapshot dial-on-demand routing messages.

Error Message

%SNAPSHOT-2-BADSTATE: Bad state for Snapshot block [chars][[dec]], location [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

%SNAPSHOT-2-TOOMANYDIALERS: Exceeded maximum dialer interfaces to watch. Ignoring [chars]

Explanation Snapshot is being used on more than 100 DDR interfaces.

Recommended Action Do not use Snapshot over more than 100 DDR interfaces.