

UBR7200 Messages

The following are cable modem termination system messages.

Error Message

%UBR7200-6-ACTIVE: Cable clock [chars] reference active

Explanation The clock reference has become active.

Recommended Action No action is required.

Error Message

%UBR7200-5-AUTHFAIL: Authorization failed for Cable Modem [enet] on interface [chars]

Explanation The registration of this modem has failed because of an invalid MIC string.

Recommended Action Ensure that the shared secret that is in the configuration file is the same as the shared secret that is configured in the cable modem.

Error Message

%UBR7200-3-BADARPREPLY: Interface [chars], ARP reply from invalid source. Expected SID=[dec], Actual SID=[dec]

Explanation A possible spoofing attempt has been detected.

Recommended Action Look for evidence of a spoofing attempt.

Error Message

%UBR7200-3-BADARPREQUEST: Interface [chars], ARP request from invalid source. IP=[IP_address], MAC=[enet], Expected SID=[dec], Actual SID=[dec]

Explanation A possible spoofing attempt has been detected.

Recommended Action Look for evidence of a spoofing attempt.

Error Message

%UBR7200-3-BADIPSOURCE: Interface [chars], IP packet from invalid source. IP=[IP_address], MAC=[enet], Expected SID=[dec], Actual SID=[dec]

Explanation A spoofing attempt might be in progress.

Recommended Action Look for evidence of a spoofing attempt.

Error Message

%UBR7200-3-BADIPSOURCE_BUNDLE: Interface [chars], IP packet from invalid source. IP=[IP_address], MAC=[enet], Expected Interface=[chars] SID=[dec], Actual Interface=[chars] SID=[dec]

Explanation A spoofing attempt might be underway.

Recommended Action Look for evidence of a spoofing attempt.

Error Message

%UBR7200-5-BADMNCSMSG: Invalid DOCSIS Message received from a Cable Modem for interface [chars]

Explanation A cable modem that is not DOCSIS-compliant has attempted to send an invalid DOCSIS message.

Recommended Action Locate the cable modem that sent this message and replace it with DOCSIS-compliant modem.

Error Message

%UBR7200-4-BADTXOFFSET: Bad timing offset [dec] detected for cable modem [enet].

Explanation The cable modem is not using the correct starting offset during initial ranging, causing a zero, negative timing offset to be recorded by the CMTS for this modem. The CMTS internal algorithms that rely on the timing offset parameter will not analyze any modems that do not use the correct starting offset. The modems may not be able to function, depending on their physical location on the cable plant.

Recommended Action Locate the cable modem based on the MAC address and report the initial timing offset problem to the cable modem vendor.

Error Message

%UBR7200-3-BADUSPORT: Interface [chars] Port U[dec] invalid, highest port number is U[dec]

Explanation The specified upstream port number was invalid.

Recommended Action Reenter the command using a valid upstream port number.

Error Message

%UBR7200-3-BURSTINUSE: Can not remove Burst Profile. Burst Profile is in use

Explanation The currently defined modulation profiles use the specified burst profile. The burst profile cannot be removed.

Recommended Action Remove any modulation profiles that use this burst profile and reenter the command.

Error Message

%UBR7200-3-CHASSIS: Unknown chassis model.

Explanation Data stored in the midplane is defective or incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-5-CLASSFAIL: Registration failed for Cable Modem [enet] on interface [chars][chars]: [chars]

Explanation The registration of the specified modem has failed because of an invalid or unsupported CoS setting.

Recommended Action Ensure that the CoS fields in the configuration file are set correctly.

Error Message

%UBR7200-6-CMMOVED: Cable modem [enet] has been moved from interface [chars] to interface [chars].

Explanation The cable modem has been detected on a new interface.

Recommended Action No action is required.

Error Message

%UBR7200-3-CONFIG: Exceeds [dec] [chars]

Explanation The total bandwidth of fast and medium bandwidth port adapters exceeds the rated capacity of this system.

Recommended Action Refer to the configuration guidelines for the maximum allowed high and medium bandwidth port adapters for the system.

Error Message

%UBR7200-4-COOKIE: Corrupt or missing MAC address cookie using random base [enet]

Explanation Data stored in the midplane is defective.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-0-CPUCARD: CMTS([dec]/[dec]), Init failed, CSR[dec]=[hex].

Explanation A hardware failure involving the line card has occurred.

Recommended Action Replace the defective line card.

Error Message

%UBR7200-3-DBDSPDEAD: AWACS Slot [dec] is dead

Explanation The DSP of the daughter card has paused indefinitely.

Recommended Action Reload the image. If this message recurs, replace the defective daughter card.

Error Message

%UBR7200-6-DBDSPDOWNLOADDONE: Downloading dsp code completed

Explanation The downloading of the DSP code has been completed.

Recommended Action No action is required.

Error Message

%UBR7200-3-DBDSPDOWNLOADERR1: failed init download.

Explanation The DSP download has failed to initiate.

Recommended Action Reload the image. If this message recurs, replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPDOWNLOADERR2: Failed downloading.

Explanation The DSP download has failed.

Recommended Action Reload the image. If this message recurs, replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPDOWNLOADERR3: Failed end downloading.

Explanation The last step of the DSP download has failed.

Recommended Action Reload the image. If this message recurs, replace the defective daughter card.

Error Message

%UBR7200-6-DBDSPDOWNLOADSTART: Downloading dsp code initiated

Explanation The DSP code has started to download.

Recommended Action No action is required.

Error Message

%UBR7200-3-DBDSPERR1: DSP SRAM failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR2: DSP SRAM semaphore failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR3: DSP side dual-port SRAM failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR4: DSP FLASH memory failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR5: DSP failed for unknown reason([hex])

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPERR6: Switching to backup dsp image failed

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBDSPIDERR: DSP id read [hex], expect [hex]

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-5-DBDSPRECOVER1: Trying to switch to backup dsp image

Explanation The cable line card is attempting to recover the DSP by using the backup image.

Recommended Action No action is required.

Error Message

%UBR7200-5-DBDSPRECOVER2: Switching to backup dsp image succeeded

Explanation The cable modem has successfully switched to the backup DSP image.

Recommended Action No action is required.

Error Message

%UBR7200-5-DBDSPRECOVER3: Recovering and switching back to regular dsp image succeeded

Explanation The DSP recovery using the backup image has succeeded. The cable modem is now using the regular DSP image.

Recommended Action No action is required.

Error Message

%UBR7200-5-DBDSPUP: Handshake DSP is successful after [dec] ms delay

Explanation The DSP is up and running.

Recommended Action No action is required.

Error Message

%UBR7200-6-DBDSPVERSION: Current DSP version : [dec], DSP flash version : [dec]

Explanation This message displays the current code version and the version with which the DSP used to boot up (Flash version).

Recommended Action No action is required.

Error Message

%UBR7200-3-DBFPGAERR: XILINX not up, reset reg is [hex]

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBPLX9050ERR: Plx9050 id read [hex],expect [hex]

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-3-DBPLX9080ERR: Plx9080 id read [hex],expect [hex]

Explanation A hardware failure involving the daughter card has occurred.

Recommended Action Replace the defective daughter card.

Error Message

%UBR7200-1-DISCOVER: Only found [dec] interfaces on bay [dec], shutting down bay

Explanation A hardware or software error involving the line card has occurred.

Recommended Action Replace the line card.

Error Message

%UBR7200-6-DRVMP: Midplane TDM clock reference defaults to Clockcard

Explanation The clock card primary reference is from the midplane TDM clock.

Recommended Action No action is required.

Error Message

%UBR7200-4-DUPLICATEMAC: Cable modem [enet] is online on both interface [chars] and interface [chars].

Explanation The specified cable modem has been detected on two interfaces. This message indicates that two cable modems are using the same MAC address.

Recommended Action Check for cable modems with duplicate MAC addresses.

Error Message

%UBR7200-6-FREERUN: Cable clock in Freerun mode

Explanation The clock card is in free-run mode.

Recommended Action No action is required.

Error Message

%UBR7200-6-HOLDOVER: Cable clock in Holdover mode

Explanation The clock card has switched to holdover mode.

Recommended Action Check the reference source.

Error Message

%UBR7200-4-HWFAULT: Hardware Fault

Explanation A hardware error involving the clock card has occurred.

Recommended Action Replace the clock card.

Error Message

%UBR7200-3-INTERCEPT: Interface [chars], Failed to send intercept packet to server [IP_address]:[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

%UBR7200-6-LOS: Cable clock [chars] reference Loss of Signal

Explanation The clock reference was lost.

Recommended Action Check the reference source.

Error Message

%UBR7200-0-LOWPOWERCPU: uBR requires CPU card type NPE150 or higher

Explanation NPE100 is not supported for the cable modem. The cable modem requires a CPU card type of NPE150 or higher.

Recommended Action Upgrade the CPU card to a type of NPE150 or higher.

Error Message

%UBR7200-4-MACBLKSIZE: Unknown MAC address block size.

Explanation The data stored in the midplane is bad or incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-5-MAXHOST: New host with IP address [IP_address] and MAC [enet] on SID [dec] is ignored.

Explanation The maximum number of devices that can be attached to the cable modem has been exceeded. Therefore, the device with the specified IP address will not be added to the modem with the specified SID.

Recommended Action Locate the specified device and place the device on a different cable modem with another SID.

Error Message

%UBR7200-4-NOCPUVER: Invalid CPU ID, assuming revision 1

Explanation The CPU Revision ID is unreadable.

Recommended Action Update the CPU board.

Error Message

%UBR7200-3-NOFORK: Could not start Spectrum Management process

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

Error Message

%UBR7200-3-NOMAC: Can't allocate MAC address for interface [int]/[int]

Explanation The system is out of available MAC addresses.

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

Error Message

```
%UBR7200-3-NOMEM: [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

```
%UBR7200-3-NOMORESIDS: Maximum number of SIDS have been allocated for interface [chars]
```

Explanation The maximum number of SIDs has been allocated to the specified line card.

Recommended Action Assign the cable modem to another line card.

Error Message

```
%UBR7200-5-NOMULTIPLEUPSTREAMS: Upstream Channel Change not valid for interface [chars]
```

Explanation The Cisco IOS software does not support this command for this interface.

Recommended Action Use this command on a multiple upstream line card.

Error Message

```
%UBR7200-3-NOTCMTS: Device reported [hex]
```

Explanation A hardware failure involving the specified device has occurred.

Recommended Action Replace the defective hardware.

Error Message

```
%UBR7200-5-NOTIMPLMENTEDMNCMSG: Not implemented DOCSIS MESSAGE received from a Cable Modem for interface [chars]
```

Explanation This cable modem does not support the type of message that is specified in the error message string. The system may be connected to a noncompliant modem.

Recommended Action This message is informational only. To ensure that there is no 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

```
%UBR7200-3-NULLMAPPTR: Cannot send maps as current_map ptr is NULL,\n ds->[hex],current_map->[hex]: [chars]
```

Explanation An internal error has occurred. This error may have been caused by a memory problem.

Recommended Action Check the available memory. If necessary, add more memory to the system.

Error Message

```
%UBR7200-3-OVERLAPIP: Interface [chars], IP address [IP_address] from MAC [enet]\nis already in use. SID = [dec]
```

Explanation A spoofing attempt might have been detected.

Recommended Action Look for a possible spoofing attempt.

Error Message

```
%UBR7200-5-OVERLIMIT: Interface [chars]\n Current total reservation of [dec] bps\n on Port U[dec], exceeds its\n maximum configured reservation limit of [dec] bps\n
```

Explanation The currently reserved capacity on the upstream channel already exceeds its virtual reservation capacity, based on the configured subscription level limit. Increasing the subscription level limit on the current upstream channel will place you at risk of being unable to guarantee the individual reserved rates for modems since this upstream channel is already oversubscribed.

Recommended Action Load-balance the modems that are requesting the reserved upstream rate on another upstream channel.

Error Message

```
%UBR7200-3-OWNERR: CMTS([dec]/[dec]), Buffer ownership error, pak=[hex].
```

Explanation A hardware failure involving a board has occurred.

Recommended Action Replace the defective board.

Error Message

```
%UBR7200-6-PREAMLENADJUST: [chars] burst's preamble length in modulation profile\n [dec]\nis adjusted to the operable value.
```

Explanation The preamble length in the burst profile has adjusted to the valid value.

Recommended Action No action is required.

Error Message

%UBR7200-4-RECALLED_NPE: Old version NPE-175/225 with Rev = [hex] system controller. Contact upgrades-info@cisco.com for replacement

Explanation An NPE-175/225 board has been recalled because of an error in the system controller chip.

Recommended Action Replace the NPE-175/225 board.

Error Message

%UBR7200-6-REFLOCK: Cable clock locked to [chars] reference

Explanation The clock card has locked onto its clock source.

Recommended Action No action is required.

Error Message

%UBR7200-3-SLOTS: Number of slots in chassis is undefined.

Explanation The data stored in the midplane is corrupted or incomplete.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-3-SPIERRNRD: SPI PENDING NO READ DATA([chars]): spistat=[hex], chid=[hex], cmd=[hex], regaddr=[hex]

Explanation A read error on the PHY chip serial communications bus has occurred. This condition indicates a defective line card.

Recommended Action Replace the defective line card.

Error Message

%UBR7200-3-SPIERRR: SPI PENDING READ ERROR([chars]): spistat=[hex], chid=[hex], cmd=[hex], regaddr=[hex]

Explanation A read error on the PHY chip serial communications bus has occurred. This condition indicates a defective line card.

Recommended Action Replace the defective line card.

Error Message

```
%UBR7200-3-SPIERRRBS: SPI BUS READ [hex] BYTES SHORT([chars]): spistat=[hex],  
chid=[hex], cmd=[hex], regaddr=[hex]
```

Explanation A read error on the PHY chip serial communications bus has occurred. This condition indicates a defective line card.

Recommended Action Replace the defective line card.

Error Message

```
%UBR7200-3-SPIERRW: SPI PENDING WRITE ERROR([chars]): spistat=[hex], chid=[hex],  
cmd=[hex], regaddr=[hex]
```

Explanation A write error on the PHY chip serial communications bus has occurred. This condition indicates a defective line card.

Recommended Action Replace the defective line card.

Error Message

```
%UBR7200-3-SPIERRW_CHID: Invalid Channel ID([chars]): chid=[hex], cmd=[hex],  
regaddr=[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. 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

```
%UBR7200-6-SRCMP: Cable Clock primary reference is midplane TDM clock
```

Explanation The clock card primary reference is from the midplane TDM clock.

Recommended Action No action is required.

Error Message

```
%UBR7200-0-TEMPHIGH: [chars] measured at [chars] is too high: shutdown temperature  
[chars]
```

Explanation The current temperature exceeds the maximum shutdown temperature.

Recommended Action Determine the cause of the high temperature and correct it if possible.

Error Message

%UBR7200-5-TIMESCH: Time scheduled event, spectrum group [int], [chars]

Explanation A time-scheduled reconfiguration event has occurred on the specified interface.

Recommended Action No action is required.

Error Message

%UBR7200-5-UNAUTHSIDTIMEOUT: CMTS deleted BPI unauthorized Cable Modem [enet]

Explanation An unauthorized cable modem has been deleted to enforce BPI authorization for the specified cable modem. The specified cable modem was not performing BPI negotiation.

Recommended Action Check the modem interface configuration for privacy mandatory, or check for errors in the TFTP configuration file.

Error Message

%UBR7200-4-UNKNOWN SID: SID cannot be resolved from the leasequery reply for IP [IP_address]

Explanation The relay-agent option might not be configured.

Recommended Action Ensure that the relay-agent option is configured and that the save-relay-agent data is enabled on CNR.

Error Message

%UBR7200-5-UNREGSIDTIMEOUT: CMTS deleted unregistered Cable Modem [enet]

Explanation An unregistered cable modem has been deleted to avoid unaccounted bandwidth usage.

Recommended Action Check the cable modem interface configuration for registration bypass, or check for errors in the TFTP configuration file.

Error Message

%UBR7200-5-UPDOWN: Interface [chars] Port U[dec], changed state to [chars]

Explanation The upstream port was brought up or down.

Recommended Action No action is required.

Error Message

%UBR7200-5-USCONTEND: Interface [chars] Port U[dec], continuous frequency hop ended at [int].[int] MHz

Explanation At least one modem came back online. This message logs the abortion of continuous frequency hop.

Recommended Action No action is required.

Error Message

%UBR7200-5-USCONTHOP: Interface [chars] Port U[dec], continuous frequency hop started

Explanation All modems have gone offline. This message logs the start of continuous frequency hop.

Recommended Action No action is required.

Error Message

%UBR7200-5-USFREQCHG: Interface [chars] Port U[dec], frequency changed to [int].[int] MHz

Explanation The upstream channel frequency has been changed.

Recommended Action No action is required.

Error Message

%UBR7200-5-USIPLCHG: Interface [chars] Port U[dec], input power level changed to [dec] dBmV

Explanation The upstream channel input power level has been changed.

Recommended Action No action is required.

Error Message

%UBR7200-5-USIPLFIX: Interface [chars] Port U[dec], input power level fixed at [dec] dBmV

Explanation Setting the upstream frequency to a fixed value has caused the upstream input power level to assume a fixed value.

Recommended Action No action is required.

Error Message

%UBR7200-4-VERSION_MISMATCH: Midplane data version mismatch.

Explanation Data stored in the midplane is out of date and requires an update.

Recommended Action Contact your Cisco technical support representative to update your system.

Error Message

%UBR7200-0-VOLTHIGH: [chars] measured at [chars] is too high: shutdown voltage [chars]

Explanation The current voltage exceeds the maximum shutdown voltage.

Recommended Action Determine the cause of the high voltage and correct it if possible.

Error Message

%UBR7200-0-VOLTLOW: [chars] measured at [chars] is too low: shutdown voltage [chars]

Explanation The current voltage exceeds the minimum shutdown voltage.

Recommended Action Determine the cause of the low voltage and correct it if possible.

UBR900 Messages

UBR900 Messages can be found in the *Cisco Cable CPE Error Messages* document on <http://www.cisco.com>.

UCODE Messages

The following are microcode messages.

Error Message

%UCODE-3-BADCHKSUM: Bad checksum in [chars], found [hex] expected [hex]

Explanation The microcode file has become corrupted. The checksum that was computed after reading the file from Flash memory does not match the checksum in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

Recommended Action Reload the microcode. 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

%UCODE-3-BADHWVER: Ucode file [chars] requires [chars] version [dec].x hardware

Explanation A mismatch was detected during an attempt to load a microcode file into an interface processor. The hardware requires a different version from the one specified.

Recommended Action Use the required microcode version.

Error Message

%UCODE-3-HDRCORRUPT: Ucode header corrupted in [chars], found [hex] expected [hex]

Explanation The microcode file has become corrupted. The checksum computed after reading the file from Flash memory does not match the checksum in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

Recommended Action Reload the microcode. 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

%UCODE-3-IPCBUFFAIL: Unable to obtain IPC resources

Explanation The IPC service used to download the microcode to the interface processors has failed to obtain a buffer. The interface processors will not load properly.

Recommended Action Reload the microcode. 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

%UCODE-3-IPCINITFAIL: Unable to initialize IPC [chars] services

Explanation The IPC service used to download microcode to the interface processors has failed to initialize. The interface processors will not load properly.

Recommended Action Reload the router to resolve the problem.

Error Message

%UCODE-3-IPCINVALID: Invalid IPC request ([dec]) received from ([hex])

Explanation The IPC service used to download microcode to certain interface processors has received an invalid message.

Recommended Action Ensure that the proper revisions of code are selected.

Error Message

%UCODE-3-LDFAIL: Unable to download ucode from [chars] in slot [dec], trying [chars] ucode

Explanation The microcode file specified by the configuration is not suitable for downloading, or another error has occurred. The onboard ROM microcode will be loaded so the interface can remain operational.

Recommended Action Reload the microcode. 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

%UCODE-3-NOBUF: Unable to allocate memory for ucode buffer

Explanation A buffer is required for decompression of the microcode before it is loaded into an interface processor. This buffer could not be allocated.

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

Error Message

%UCODE-3-NOFILE: Ucode file [chars] not found, system ucode loaded in slot [dec]

Explanation The file specified by the configuration was not found in Flash memory. The onboard ROM microcode will be loaded so that the interface can remain operational.

Recommended Action Enter the **show flash** command to determine if the file is located in Flash memory. If the file is located in Flash memory, attempt to reload the microcode. 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

%UCODE-3-NOROM: Invalid attempt to load ROM ucode in slot [dec]

Explanation Some interface processors cannot load the microcode from ROM. This condition is caused by an invalid configuration statement.

Recommended Action Remove the invalid configuration statement.

Error Message

%UCODE-5-OBSOLETE: FDDI unit [dec] has obsolete microcode: please upgrade it

Explanation An FDDI interface processor has been found running microcode that does not support microcode CMT, which is required for all Cisco IOS software releases for Release 10.2 and later.

Recommended Action Upgrade the microcode on the interface processor.

Error Message

%UCODE-3-RDFAIL: Unable to read ucode file [chars] from flash

Explanation The microcode file could not be read from Flash memory. The Flash memory might be locked by another process or otherwise unavailable.

Recommended Action Enter the **show flash** command to determine whether the Flash memory is in use and reenter the **microcode reload** command when the Flash memory is free. 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

%UCODE-3-SRCTYPE: Invalid Ucode source type ([dec])

Explanation The specified microcode source type is not supported on the given platform.

Recommended Action Ensure that the proper revisions of code are selected.

Error Message

%UCODE-3-TOOBIG: File [chars] at length [dec] is too long for buffer (size [dec])

Explanation The file is too large for the buffer. The onboard ROM microcode will be loaded.

Recommended Action If this message recurs after the onboard ROM microcode is loaded, contact your Cisco technical support representative for assistance.

Error Message

%UCODE-3-VERSIONCK: Inappropriate version [int].[int] for [chars]

Explanation An attempt was made to load an inappropriate version of 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

%UCODE-3-WRONGHARD: [chars] is [chars] ucode not [chars], microcode/hardware mismatch

Explanation The specified microcode file is for a different interface processor from the interface processor that is specified in the configuration. A configuration error has occurred. The onboard ROM microcode will be loaded.

Recommended Action Confirm the interface type, reenter the microcode configuration command, and reload the microcode.

UDLD Messages

The following are UniDirectional Link Detection (UDLD) protocol messages.

Error Message

%UDLD-3-UDLD_IDB_ERROR: UDLD error handling [chars] interface: [chars]

Explanation A software error has occurred in UDLD processing associated with the interface specified in the error message.

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

%UDLD-3-UDLD_INTERNAL_ERROR: UDLD internal error: [chars]

Explanation A software sanity check failed during the course of UDLD processing.

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

%UDLD-3-UDLD_INTERNAL_IF_ERROR: UDLD internal error, interface [chars]: [chars]

Explanation A software sanity check failed during the course of UDLD processing.

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

%UDLD-4-UDLD_ONEWAYPATH: UDLD detected one-way path on interface [chars] with port [chars], device [chars]

Explanation A one-way path was detected on the specified interface. This condition is most likely caused by either a failed interface hardware or a cable misconfiguration.

Recommended Action Investigate the causes of the problem by checking the interface hardware and cables. 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

%UDLD-4-UDLD_PORT_DISABLED: UDLD disabled interface [chars], [chars] detected

Explanation An interface was disabled because the UDLD protocol detected the cause specified in the error message on the interface specified in the error message. The cause is likely due to failed interface hardware or a cable misconfiguration.

Recommended Action Investigate the cause of this condition. 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

%UDLD-6-UDLD_PORT_RESET: UDLD reset interface [chars]

Explanation A port that had been disabled for UDLD has been reset.

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.

UDLD-SP

Error Message

%UDLD-SP-4-UDLD_PORT_DISABLED: UDLD disabled interface [chars], [chars] detected

Explanation An interface was disabled because UDLD detected the cause indicated on the interface. Cause is likely due to bad interface hardware or cable misconfiguration.

Explanation Investigate the cable configuration. 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.

UNIX Messages

The following are UNIX messages.

Error Message

%UNIX-1-SYSABORT: System aborted

Explanation The system has aborted.

Recommended Action Record the output from the following commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

- **show proc mem** (Enter this command twice.)
- **show memory**
- **show buffers**
- **show version**
- **show running-config**

UPS Messages

The following are uninterruptible power supply (UPS) messages.

Error Message

%UPS-3-AC_FAIL: System detected Uninterrupted Power Supply AC power failure.

Explanation An AC power failure has occurred in the UPS. The battery is active.

Recommended Action Check the AC plug.

Error Message

%UPS-3-AC_OK: AC power to the Uninterrupted Power Supply is back to normal.

Explanation The UPS is now back to using AC power.

Recommended Action No action is required.

Error Message

%UPS-3-AUX_LOW: System detected Uninterrupted Power Supply warning: auxiliary battery power is low.

Explanation The auxiliary battery power in the UPS is low.

Recommended Action Recharge the battery.

Error Message

%UPS-3-AUX_MISSING: System detected Uninterrupted Power Supply failure: auxiliary battery is missing.

Explanation The auxiliary battery is missing.

Recommended Action Insert an auxiliary battery into the UPS.

Error Message

%UPS-3-AUX_OK: Auxiliary battery OK.

Explanation The error condition for the auxiliary battery has been fixed.

Recommended Action No action is required.

Error Message

%UPS-3-AUX_REPL: System detected Uninterrupted Power Supply failure: auxiliary battery is defective and needs to be replaced.

Explanation The auxiliary battery has to be replaced.

Recommended Action Replace the auxiliary battery.

Error Message

%UPS-3-BATTERY_LOW: System detected Uninterrupted Power Supply warning: battery power is low.

Explanation The battery power in the UPS is low.

Recommended Action Recharge the battery.

Error Message

%UPS-3-BATTERY_MISSING: System detected Uninterrupted Power Supply failure: battery is missing.

Explanation The battery in the UPS is missing.

Recommended Action Install the battery.

Error Message

%UPS-3-BATTERY_OK: Battery OK.

Explanation The error condition for the battery has been fixed.

Recommended Action No action is required.

Error Message

%UPS-3-BATTERY_REPL: System detected Uninterrupted Power Supply's failure: battery needs to be replaced.

Explanation The battery is defective and has to be replaced.

Recommended Action Replace the main battery.

URLF Messages

The following are URL filtering subsystem messages.

Error Message

`%URLF-3-ALLOW_MODE: Connection to all the URL filter servers are down and the allow mode is '[chars]'`

Explanation Connections to all the URL filter servers are down. If allow mode is set to “on,” the router will pass all the HTTP traffic; otherwise it will drop the HTTP traffic and close the TCP connection.

Recommended Action The network administrator can possibly check whether the URL filter server (such as those available from WebSense or N2H2) is down and restart it, if required. If the filter server still does not work, the administrator may have to install a URL filter server on another system and configure the same URL filter server on the router.

Error Message

`%URLF-3-MAX_REQ: The number of pending request exceeds the maximum limit [dec]`

Explanation The number of requests pending in the router for URL authentication from the URL filter server has exceeded the maximum limit. The HTTP request will be dropped.

Recommended Action No action is required.

Error Message

`%URLF-3-RESOURCE_ALLOC_FAILED: The resource allocation failed for URL filter subsystem`

Explanation The URLF feature is not able to allocate memory for various data structures.

Recommended Action Reduce other system activity, such as disabling unused features, to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

Error Message

`%URLF-3-SERVER_DOWN: Connection to the URL filter server [IP_address] is down`

Explanation A connection between the router and a URL filter server is down. If more than one servers are configured, the router will make use of other servers for URL authentication, otherwise it will check whether the allow mode is set to “on” or “off”. If allow mode is set to “on”, the router will pass all the packets; otherwise it will drop all the packets and close the TCP connection.

Recommended Action The network administrator can possibly check whether the URL filter server (WebSense/N2H2) is down and restart it, if required. If the filter server still does not work, the administrator may have to install a URL filter server on another system and configure the same URL filter server on the router.

Error Message

%URLF-5-SERVER_UP: Connection to an URL filter server([IP_address]) is made, the router is returning from ALLOW MODE

Explanation At least one connection is up between the router and a URL filter server. The system is exiting “allow” mode.

Recommended Action No action is required.

Error Message

%URLF-6-SITE_ALLOWED: Client [IP_address]:[dec] accessed server [IP_address]:[dec]

Explanation All URLs belonging to the server are allowed to be passed without URL filter server authentication.

Recommended Action No action is required. This is an informational message that can be used to keep track of the number of GET request that are sent from the client to the server.

Error Message

%URLF-4-SITE_BLOCKED: Access denied for the site '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]

Explanation All underlying URLs of the specified domain are blocked. A user has made an attempt to browse a forbidden site.

Recommended Action No action is required.

Error Message

%URLF-6-URL_ALLOWED: Access allowed for URL '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]

Explanation The HTTP GET request sent from the client is allowed to be transmitted to the HTTP server.

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

Error Message

%URLF-4-URL_BLOCKED: Access denied URL '[chars]', client [IP_address]:[dec] server [IP_address]:[dec]

Explanation Access to the requested URL has been denied and the corresponding TCP connection is closed. A user has made an attempt to browse a forbidden site.

Recommended Action No action is required.

Error Message

%URLF-3-URL_TOO_LONG: URL sent from [IP_address] is too long (more than [dec] bytes), possibly a fake packet?

Explanation The URL parsed from the HTTP GET request is too long. This packet could be a fake packet, so the packet will be dropped.

Recommended Action Make a note of the IP address of the sender of the packet; this packet could be a fake sent by attackers.

UTIL Messages

The following are utility messages.

Error Message

%UTIL-3-LINKLIST: [chars] ([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.

Error Message

%UTIL-6-RANDOM: A pseudo-random number was generated twice in succession

Explanation A pseudorandom number generator has produced the same number twice in succession.

Recommended Action Under normal circumstances, a pseudorandom number generator will occasionally produce the same number twice in succession, and this is not a problem. If this message occurs frequently, reload the system. If this message recurs, copy the error message exactly as it appears, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

%UTIL-3-RANGEINCON: internal inconsistency [dec] [hex]

Explanation A fatal 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

%UTIL-3-RANGENULLINPUT: null pointer input to range function

Explanation An attempt was made to access a range function with a null pointer. The range list creation has failed.

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

Error Message

%UTIL-3-TREE: Data structure error--[chars]

Explanation A software error has occurred, resulting in a data structure inconsistency.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Ask the representative for assistance in obtaining a version of code that has the error fixed.

VFC Messages

The following are Voice over IP (VoIP) messages.

Error Message

%VFC-3-ERROR_ANALYZE: [chars], Error analyzing the device in slot [dec].

Explanation The feature card in the specified slot could not be recognized.

Recommended Action Power down, reinsert the voice feature card, and reboot. 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

%VFC-3-ERROR_INIT_BLDR: [chars] Unable to download the Boot loader firmware, ret = [hex]

Explanation An error involving the initialization of the DSP with the bootloader firmware has occurred.

Recommended Action Power down, reinsert the port module, and reboot. 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

%VFC-3-ERROR_INIT_OVERLAY: [chars] Unable to download the Application overlay firmware. Status returned [hex]

Explanation An error involving the initialization of the DSP with the application or overlay firmware has occurred.

Recommended Action Power down, reinsert the port module, and reboot. 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

%VFC-1-ERROR_INTR: [chars] , Error interrupt occurred type = [hex].

Explanation The DMA engine cannot get to the PCI bus to read the descriptors.

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

Error Message

%VFC-1-INCORRECT_DSP_ID: VFC in slot [dec]: Incorrect [dec] DSP-ID passed by SPI.

Explanation The DSP ID provided by the SPI for download is not valid.

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

Error Message

%VFC-3-INCORRECT_ID: VFC in slot [dec]: PCI device not supported.

Explanation An interface controller device did not report a correct device ID.

Recommended Action Power down, reinsert the port module, and reboot. 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

%VFC-1-INVALID_CONFIGURATION: vfc([dec]), vfc cards has an invalid configuration.

Explanation The Cisco IOS software recognized more DSP interface ports than can be supported on the card; therefore, the VFC has an invalid configuration.

Recommended Action Check the part number on the VFC to see if it is supported by the version of Cisco IOS software that is operational on the router or contact your Cisco technical support representative.

Error Message

%VFC-1-NODPMEMORY: VFC ([dec]/[dec]), vfc dual-ported memory unavailable.

Explanation The router or access server could not allocate dual-ported memory for the descriptors.

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

Error Message

%VFC-1-NO_DSPM: vfc([dec]), No dsp module has been found.

Explanation The Cisco IOS software did not detect any DSP modules plugged into the voice card.

Recommended Action Check the part number on the DSPM card to see if it is supported in the version of Cisco IOS software that is operational on the router or contact your Cisco technical support representative.

Error Message

%VFC-1-NO_RING_DESCRIPTOR: No more ring descriptors available on [dec] slot.

Explanation The VFC driver cannot queue messages onto the DMA engine for transmit.

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

Error Message

%VFC-1-TOOBIG: [hex] packet(size [dec]) too big.

Explanation A packet greater than 256 bytes has been received on this interface.

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

Error Message

%VFC-1-UNKNOWN_DSPM: vfc([dec]), vfc dspm daughter card has an unknown id of [hex]

Explanation The software did not recognize the type of DSP module that is plugged into the voice card.

Recommended Action Check the part number on the DSPM card to see if it is supported in the version of Cisco IOS software that is operational on the router or contact your Cisco technical support representative.

VINES Messages

The following are Banyan VINES messages.

Error Message

```
%VINES-2-BADPARAM: [chars] called with [chars] parameter set to [chars]
```

Explanation One of the Banyan VINES lookup functions was requested with an illegal argument.

Recommended Action Copy the message exactly as it appears, run a memory dump up to 128 bytes, and confirm the location specified in the error message. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%VINES-2-BADTIMER: RTP timer for [chars] was found disabled, and was reset
```

Explanation An internal interface timer is not running. This condition usually occurs after an interface has been reset.

Recommended Action No action is required. The system automatically restarts the timer.

Error Message

```
%VINES-2-CACHEFAILED: Cannot build cache entry ([dec] bytes) for [v-name] on [chars]
```

Explanation Banyan VINES fast switching has detected that the packet destined to a given address did not have proper encapsulation information or its encapsulation size was too large to fit into the cache.

Recommended Action Ensure that the VINES encapsulation and interface-specific mappings for the specified interface are configured correctly. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Error Message

```
%VINES-2-CACHEUNSUPP: Caching of [chars] not supported on [chars]
```

Explanation The cache population routing for Banyan VINES fast switching was requested for an interface that does not support VINES fast switching.

Recommended Action If other encapsulation types are available on the interface, try using them. If this problem is not limited to one or two destinations (but rather occurs with all traffic using the interface), disable VINES fast switching for the interface until you have identified the real cause of the problem. If you need 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

%VINES-2-CONSISTENCY: Error [chars]

Explanation An error involving the Banyan VINES code has occurred. This error message will provide additional information to identify one of two possible causes:

- An IPC port number needs to be allocated, but all 65,535 port numbers are currently in use.
- VINES has attempted to add a cache entry, but no path is associated with the destination address.

This problem may cause temporary slow performance to the stations that have experienced this inconsistency until complete cache entries are added. However, connectivity should not be lost, because all data traffic can still be routed via process-level switching.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If the warning message is about IPC port number depletion, use the **show vines ipc** command to check how many IPC ports are currently in use by which services and determine whether the IPC connections are all legitimate. To release IPC ports, issue the **clear vines ipc** command. If the warning message is about VINES cache entries, provide the contents of the VINES route cache, neighbor, and route tables immediately after the messages appeared. If the problem persists, issue the **clear vines cache** command, and monitor the router if the situation improves.

Error Message

%VINES-2-CORRUPTENTRY: Detected a corrupted entry in the [chars] table

Explanation The Banyan VINES code has detected a corrupted internal table entry.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, clear the VINES routing table or neighbor table in which the corrupted entry was observed. Clearing the routing or neighbor table will result in a temporary loss of connectivity until the table is rebuilt.

Error Message

%VINES-2-DUPADDR: Duplicate address detected on interface [chars]

Explanation The router has detected that its Banyan VINES address is being used by another router.

Recommended Action To identify the other router that is using this address, manually inspect each the configuration of each router. When you have identified the router with the duplicate address, issue the **vines routing** command on both routers or issue the **enable vines routing** command, specifying specify a unique address. If one of the routers does not support the **recompute** keyword, disable VINES on that router, issue the **write terminal** command to save the configuration to memory, reboot the router, and then enter the **vines routing** command with a unique VINES address on the affected routers until each router has a unique address.

Error Message

```
%VINES-2-ENCAPFAILED: Encapsulation failed for [v-name] via [v-name] on [chars]
```

Explanation Banyan VINES fast switching has encountered an encapsulation failure when building a cache entry for a neighbor.

Recommended Action Examine your configuration for causes of the encapsulation failure. Look for missing map statements, interfaces that have gone down, and so on. If this error results in lost connectivity, disable VINES fast switching by issuing the **no vines route-cache** command. Because disabling fast switching will slow network perform, you should issue the **vines route-cache** command to reenable fast switching as soon as you have identified the cause of the problem. If you cannot identify the cause, contact your Cisco technical support representative. Provide the output of the **show vines cache**, **show vines neighbor**, and **show vines route** commands for the destination address and neighboring routers you are using. Also provide the output of the **show interface** and **show vines interface** commands for the incoming and outgoing interfaces.

Error Message

```
%VINES-6-FNNOTFOUND: [chars] service [chars] routine missing [chars] vector
```

Explanation There is an inconsistency in the static Banyan VINES data structures for handling application-layer packets.

Recommended Action Turn on VINES service level debugging for the service reported in the error message, and copy the debug traces and the error message exactly as they appear in the system log. Contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%VINES-2-INVALIDPATH: Bad [chars] in path for neighbor entry [v-name]
```

Explanation While searching the neighbor table, the code determined that a pointer that should point to a Banyan VINES path structure actually points to some other structure.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, clear the VINES neighbor table. Clearing the VINES table will result in a temporary loss of connectivity until all neighbors and routes are released.

Error Message

```
%VINES-2-INVALIDROUTE: Bad [chars] in route for server entry [v-name]
```

Explanation While searching the routing table, the code determined that a pointer that should point to a Banyan VINES route structure actually points to some other structure.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, clear the VINES routing table. Clearing the VINES table will result in a temporary loss of connectivity until all routes are released.

Error Message

%VINES-6-IPCNOROUTINE: IPC port [dec] registered without an upcall ([chars])

Explanation There is an inconsistency in the active Banyan VINES data structure for handling IPC data messages. A message was received for a port that should have a listener, but the listener routine cannot be found.

Recommended Action Examine the IPC ports currently supported on the router by issuing the **show vines ipc** command, and see whether the reported IPC port is indeed not active. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information along with the output of the **debug vines ipc** command.

Error Message

%VINES-2-NOBUFFERS: No buffers available for [chars]

Explanation There were no buffers available to send a Banyan VINES service query or reply.

Recommended Action Examine the system memory and buffer capacity and compare it with current usage. If you notice a substantial discrepancy, monitor your system for possible memory leaks or buffer drainage and report the problem to your Cisco technical support representative. Provide the representative with the output gathered from the following commands:

- **show memory**
- **show memory processor**
- **show buffers**
- **show buffers assigned**
- **show buffers old**

Error Message

%VINES-2-NOVENCAP: Encapsulation failed on [chars] for address [v-name]

Explanation The Banyan VINES code tried to send a packet on an interface that does not have a new encapsulation routine for outbound packets.

Recommended Action Toggle the interface by issuing the **interface shut** and **no shut** commands, and then issue the **no vines metric** and **vines metric** commands. 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. If possible, turn on and provide interface-specific debug traces, particularly for VINES activities.

Error Message

```
%VINES-6-RPCNOSERVICE: IPC port [dec] registered without a service
```

Explanation There is an inconsistency in the active Banyan VINES data structure for handling Net RPC messages. A message was received for a port that should have a service description, but that service description cannot be found.

Recommended Action Enter the **show vines ipc** command and see whether the reported IPC port has a registered service. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If possible, provide the output of the **debug vines netrpc** command.

Error Message

```
%VINES-6-RTNNOTFOUND: [chars] service [chars] routine not found while [chars]
```

Explanation There is an inconsistency in the active Banyan VINES service description data structures. A service handler routine cannot find the description of its own service.

Recommended Action Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. In addition, provide the output of the **show vines service** and **debug vines service traces** commands for the service reported in the error message.

VIP Messages

The following are Versatile Interface Processor messages.

Error Message

```
%VIP-3-AFOVERFLOW: VIP address filter table full
```

Explanation The VIP Ethernet interface uses an internal MAC address table to filter incoming packets. When the table is full, additional address entries are rejected. The MAC address table is consumed by entries for various protocols, such as PIM or HSRP. An incoming packet had a destination address different from the MAC addresses that were included in a full table. Therefore, the packet will be ignored.

Recommended Action Distribute some of those HSRP entries to another Ethernet interface.

Error Message

```
%VIP-3-BADMALUCMD: Unsupported MALU command [dec], arg=[hex], pascb=[hex]
```

Explanation The RP or the RSP has forwarded an unsupported command that the Cisco IOS software does not recognize.

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

Error Message

%VIP-3-CMDNOPASCB: PASCB Null for command [dec], arg=[hex]

Explanation The RP or the RSP has forwarded an unsupported command that the Cisco IOS software does not recognize.

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

Error Message

%VIP-3-DRAM_RENOWRITE_BUSERR: DRAM Reno ASIC write bus error:Error address = [hex], [chars].

Explanation A Reno data-transfer-specific ASIC write bus error has occurred.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VIP-1-ERROR: NULL

Explanation The rsp received a message from the card in the specified slot. More details about the specific condition can be found in the error message.

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

Error Message

%VIP-3-INVALID_BUS_NO: Invalid Bus Number [dec] in MVIP Mask Setting

Explanation An invalid bus number has been entered in the MVIP mask setting function. The bus number should be 1 or 2 because the MVIP has only two PCI buses.

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 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

```
%VIP-3-INVALID_QUEUE_SIZE: Invalid queue size: value = [int]
```

Explanation An invalid queue size has been found.

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

Error Message

```
%VIP-3-IO_PARITY_NOT_IMPLEMENTED: IO Memory Parity Error Test not implemented
```

Explanation A function that checks for memory parity errors was called, but the I/O memory parity error test has not been implemented.

Recommended Action Refer to related support documents or contact your Cisco technical support representative for more information about parity error tests. Information regarding processor memory parity errors can be found at the following URL:
http://www.cisco.com/warp/public/122/crashes_pmpe.html.

Error Message

```
%VIP-3-IO_RENO_BUSERR: IO Reno ASIC bus error:Error address = [hex], [chars].
```

Explanation An I/O Reno data-transfer-specific ASIC bus error has occurred.

Recommended Action If the error message recurs, enter the **show controllers vip slot# tech-support** and the **show controllers vip slot# logging** commands to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%VIP-3-IPC_PORTOPEN_FAIL: Failed to open port while connecting to process  
statistics: error code = [chars]
```

Explanation An error occurred during an attempt to open a port for an IPC 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

%VIP-3-IPC_TRANSMIT_FAIL: Failed to send process statistics update : error code = [chars]

Explanation An error occurred during an attempt to send an IPC message.

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

Error Message

%VIP-3-LOVELETTER_STAT_SEND_ERROR: [chars] : Loveletter Stats Send Failed

Explanation An attempt to send a statistics “love letter” (operating status or configuration message) from the VIP has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VIP-3-LOVENOTE_ERR: Lovenote for [chars] not delivered to RSP

Explanation A status update for this interface could not be sent to the RSP because of the temporary nonavailability of buffer headers.

Recommended Action If the interface has not initialized (come up) after rebooting, enter the **shutdown** and **no shutdown** commands to shut down and restart the interface.

Error Message

%VIP-3-LOVENOTE_SEND_ERROR: Love Note for [chars] - sending failed.

Explanation An attempt to send a “love note” (operating status or configuration message) from the VIP has failed.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VIP-3-MALLOC_FAILURE_IPC: Failed to allocate IPC message to contact process

Explanation A memory allocation failure has occurred during the processing of an IPC message.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VIP-3-MALLOC_FAILURE_IPFAST_ENCAP: IPFAST_ENCAP:malloc failed to allocate.

Explanation A memory allocation failure has occurred in the IPFAST_ENCAP module.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VIP-3-MVIP_CYBUSERROR_INTERRUPT: A Cybus Error occured.

Explanation The MVIP error interrupt handler has been called because of a CyBus error.

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

Error Message

%VIP-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]

Explanation No command dispatch vector was found for the specified 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

%VIP-2-NOICBS: No MEMD icbs left for PA [dec] Interface [dec]

Explanation No SP interrupt control block structure was associated with the port adapter or 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

%VIP-3-PA_NOT_SUPPORTED: [chars] PA in bay [dec] not supported on [chars]

Explanation The specified port adapter is not supported on the specified platform.

Recommended Action Refer to the appropriate support documents for more details about the platforms that are supported. VIP3-based products will not support Token Ring or 100VG interfaces.

Error Message

%VIP-3-PA_NOT_SUPPORTED_WARN: Unsupported port adapter in bay [dec] will cause performance \n degradation in VIP

Explanation The port adapter in the specified bay is not supported on this platform. This situation may cause a performance degradation in the VIP.

Recommended Action Refer to the appropriate support documents for more details about the platforms that are supported.

Error Message

%VIP-3-PAKMEM_ECC_SINGLEBIT_ERROR: Packet memory ECC single-bit exception addr = [hex] data = [hex]

Explanation A packet memory ECC single-bit error 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.

Error Message

%VIP-3-PAKMEM_ECC_SINGLEBIT_ERROR_MAX: Packet memory single-bit errors exceed maximum limit of [dec]

Explanation The number of packet memory ECC single-bit errors has exceeded the maximum allowed.

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

Error Message

%VIP-3-PCI_BUS0_PARITYERROR: PCI bus 0 parity error.

Explanation A PCI bus 0 parity error has been encountered.

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

%VIP-3-PCI_BUS0_SYSERROR: PCI bus 0 system error.

Explanation A PCI bus 0 system error has been encountered.

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

%VIP-3-PCI_BUS1_PARITYERROR: A PCI bus 1 parity error.

Explanation A PCI bus 1 parity error has been encountered.

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

%VIP-3-PCI_BUS1_SYSERROR: PCI bus 1 system error.

Explanation A PCI bus 1 system error has been encountered.

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

%VIP-3-PCI_BUS2_PARITYERROR: PCI bus 2 parity error.

Explanation A PCI bus 2 parity error has been encountered.

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

%VIP-3-PCI_BUS2_SYSERROR: PCI bus 2 system error.

Explanation A PCI bus 2 system error has been encountered.

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

%VIP-3-PROC MEM_ECC_SINGLEBIT_ERROR: Processor memory ECC single-bit exception
addr = [hex] data = [hex]

Explanation A processor memory ECC single-bit error 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.

Error Message

%VIP-3-PROC MEM_ECC_SINGLEBIT_ERROR_MAX: Processor memory single-bit errors exceed
the maximum limit of [dec]

Explanation The number of processor memory ECC single-bit errors has exceeded the maximum allowed.

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

Error Message

%VIP-3-READ01_PARITYERROR: Reno ASIC read parity error - bytes 0 & 1.

Explanation A Reno data-transfer-specific ASIC write parity error has been encountered for bytes 0 and 1.

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

%VIP-3-READ23_PARITYERROR: Reno ASIC read parity error - bytes 2 & 3.

Explanation A Reno data-transfer-specific ASIC write parity error has been encountered for bytes 2 and 3.

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

%VIP-3-SVIP_CYBUSERROR_INTERRUPT: A Cybus Error occurred.

Explanation The SVIP error interrupt handler has been called because of a CyBus error.

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

Error Message

```
%VIP-3-SVIP_PMAERROR_INTERRUPT: A PMA Error occured.
```

Explanation The SVIP error interrupt handler has been called because of a PMA error.

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

Error Message

```
%VIP-3-SVIP_RELOAD: SVIP Reload is called.
```

Explanation An SVIP reload was initiated because of a VIP 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

```
%VIP-3-SYSTEM_EXCEPTION: VIP System Exception occurred sig=[dec], code=[hex], context=[hex]\n
```

Explanation A system exception error has occurred in the VIP. Refer to the VIP console for more information and for the context dump.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%VIP-3-UNDEFIDBTYPE: Undefined idb type [dec]
```

Explanation The Versatile Interface Processor (VIP) kernel has identified a media type other than Ethernet, Token Ring, or serial. These are the media types supported by Cisco IOS Release 11.2 on the VIP. This error might be caused by having an older version of the software running on a device with a new VIP port adapter.

Recommended Action Check whether your version of Cisco IOS software supports the VIP port adapter. If an old software version does not appear to be 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

%VIP-3-UNKNOWN_MESSAGE_IPAST_DS: An unknown IPC message type [hex]

Explanation An unidentified IPC message has been received in the VIP IPFAST_DS module.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

%VIP-3-UNKNOWN_MESSAGE_IPAST_ENCAP: Received unknown IPC message type [hex]

Explanation An unidentified IPC message has been received in the VIP IPFAST_ENCAP module.

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

Error Message

%VIP-3-WRITE01_PARITYERROR: Reno ASIC write parity error - bytes 0 & 1.

Explanation A Reno data-transfer-specific ASIC write parity error has been encountered for bytes 0 and 1.

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

%VIP-3-WRITE23_PARITYERROR: Reno ASIC write parity error - bytes 2 & 3.

Explanation A Reno data-transfer-specific ASIC write parity error has been encountered for bytes 2 and 3.

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

```
%VIP-3-WRONGSIZE_IPFAST_DS: IPFAST_DS : Bad message of size=[dec] received
```

Explanation An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message

```
%VIP-3-WRONGSIZE_IPFAST_ENCAP: IPFAST_ENCAP : Bad IPC message of size=[dec] received
```

Explanation An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# 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 text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

VIPMLP Messages

The following are Multilink PPP messages.

Error Message

```
%VIPMLP-2-NOVC: [chars]: packet received for non-existent VC [dec]
```

Explanation A virtual channel encapsulation has been corrupted.

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

VOICE_CODEC Messages

The following are Voice Codec IP phone messages.

Error Message

%VOICE_CODEC-6-FALLBACK: ephone [dec]: Configured code is not supported by phone/phone load, configuration retained, the voice codec fallback to [chars]

Explanation An IP phone has registered and the voice codec has been checked but is either unchanged or set to default.

Recommended Action No action is required.

VOICE_FSM Messages

The following are MC3810 voice FSM subsystem messages.

Error Message

%VOICE_FSM-3-ERROR: NULL

Explanation This message provides information about 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

%VOICE_FSM-5-MC3810_NOTICE: NULL

Explanation This is a notification message.

Recommended Action No action is required.

VOICE_RC Messages

The following are MC3810 voice resource subsystem messages.

Error Message

%VOICE_RC-3-ERROR: NULL

Explanation This message provides information about 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

```
%VOICE_RC-5-MC3810_NOTICE: NULL
```

Explanation This is a notification message.

Recommended Action No action is required.

VOICE_UTIL Messages

The following are messages that refer to voice call control utilities.

Error Message

```
%VOICE_UTIL-3-NORAWMSG: no free raw msg structure available from [chars] for signaling message
```

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

Recommended Action Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

VOIPAAA Messages

The following are messages for Voice over IP (VoIP) authentication, authorization, and accounting (AAA).

Error Message

```
%VOIPAAA-3-LOW_CPU_RESOURCE: VOIPAAA: System running on high cpu usage. Accounting for (callID=[dec]) is rejected.\n
```

Explanation The system does not have sufficient CPU resources to accept a new call. Any further VoIP AAA requests will be rejected.

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

Error Message

```
%VOIPAAA-5-VOIP_CALL_HISTORY: CallLegType [dec], ConnectionId [hex] [hex] [hex] [hex], SetupTime [chars], PeerAddress [chars], PeerSubAddress [chars], DisconnectCause [chars], DisconnectText [chars], ConnectTime [chars], DisconnectTime [chars], CallOrigin [dec], ChargedUnits [int], InfoType [dec], TransmitPackets [int], TransmitBytes [int], ReceivePackets [int], ReceiveBytes [int]
```

Explanation This message provides call history detail. Call history detail output is used in simple accounting. The ASCII comma-delimited output can be stored using the **syslogd** command and passed on to other billing or processing software on a server.

Recommended Action No action is required.

VOIPFIB Messages

The following are messages for the VoIP IP FIB subsystem.

Error Message

```
%VOIPFIB-3-BADIDB: Invalid IDB: Slot [dec], Channel [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

```
%VOIPFIB-3-INVALIDSESSION: Invalid VoIP Session
```

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

```
%VOIPFIB-3-NODSPINFO: Failed to get DSP info
```

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

```
%VOIPFIB-3-NOMEM: [chars] ([dec] [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.

VOLANT Messages

The following are Content Engine NM messages.

Error Message

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

Explanation The initialization of the content engine network module has failed.

Recommended Action Power down the system, reseal the interface card, and reboot. 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.

VPA Messages

The following are voice port adapter messages.

Error Message

```
%VPA-3-BADVC: [chars] [dec]/[dec] got bad VC packet \n[hex] [hex] [hex] [hex]
[hex] [hex] [hex] [hex]
```

Explanation An interface has received a packet with a bad VC encapsulation. This condition indicates either a software or hardware 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

```
%VPA-3-CMDFAIL: [chars] Command Failed at [chars] - line [dec], arg [dec]
```

Explanation The voice port adapter has failed to process a 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

```
%VPA-3-FWCRASH: Firmware for VPA in bay [dec] crashed with exception [hex]\n
```

Explanation The port adapter firmware 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

```
%VPA-3-INITFAIL: VPA (bay [dec]), Init Failed at [chars] - line [dec] arg [hex]
```

Explanation The voice port adapter has failed to complete its hardware initialization.

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

Error Message

%VPA-6-NODATA: Data call is not supported on [chars].

Explanation Data calls are not supported in this version of Cisco IOS software.

Recommended Action Remove the data call configuration and setup.

Error Message

%VPA-6-NOTDMBP: No TDM backplane is supported on slot [dec].

Explanation The DS0 interslot cannot be cross-connected without the TDM backplane.

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

Error Message

%VPA-6-NOTSUPPORT: Voice PA is not supported in this platform.

Explanation The voice port adapter is not supported in this platform.

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

Error Message

%VPA-1-RPTFAIL: [chars] failed to send report [dec] at [chars] - line [dec]

Explanation The voice port adapter has failed to send a report from the VIP.

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

Error Message

%VPA-6-RXDFILLFAIL: VPA (bay [dec]), Data rx ring refill failed:
rx_d_fill_fail=[dec]

Explanation The voice port adapter has failed to refill the data Rx ring.

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

Error Message

```
%VPA-6-RXVFILLFAIL: VPA (bay [dec]), Voice rx ring refill failed:  
rxv_fill_fail=[dec]
```

Explanation The voice port adapter has failed to refill the voice Rx ring.

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

Error Message

```
%VPA-3-TDMFAIL: VPA-TDM, access failed at [chars] - line [dec],  
arg1=[hex], arg2=[hex]
```

Explanation The voice port adapter has failed to access the TDM switch.

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

Error Message

```
%VPA-3-TSBUSY: VPA (bay [dec]), TDM timeslot is busy: ST=[dec]/TS=[dec]
```

Explanation The voice port adapter has failed to grant a cross-connect setup 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

```
%VPA-3-TSNONBUSY: VPA (bay [dec]), TDM timeslot is non busy: ST=[dec]/TS=[dec]
```

Explanation The voice port adapter has failed to grand a cross-connect teardown 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

```
%VPA-5-TXVFULL: VPA (bay [dec]), Voice tx ring is full: dma_done=[dec],  
last_dma_done=[dec]
```

Explanation The voice Tx ring of the voice port adapter is full.

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

Error Message

```
%VPA-3-UNEXPEVENT: VPA (bay [dec]), received an unexpected event=[hex]
```

Explanation The voice port adapter has received an unexpected event from the 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.

VPD Messages

The following are ATM CES (Voice Processor Deck) driver messages.

Error Message

```
%VPD-4-CESCLK_CHANGE:
ATM CES (Voice Processor Deck) clock [dec]/0 transitioned from
Priority [dec] [chars] [chars] to Priority [dec] [chars] [chars]\n
```

Explanation The clock source has changed.

Recommended Action No action is required.

Error Message

```
%VPD-4-CESCLK_INIT:
ATM CES (Voice Processor Deck) clock source initialized to local oscillator.\n
```

Explanation The ATM CES (voice processor deck) will use the internal clock.

Recommended Action No action is required.

Error Message

```
%VPD-4-CESCLK_PLL_LOST_LOCK:
ATM CES (Voice Processor Deck) clock [dec]/0 Tx PLL lost lock!
Priority [dec] [chars] [chars] - Tx PLL failed.\n
```

Explanation The clock source has failed.

Recommended Action An alternate clock source will be used if one is available.

Error Message

```
%VPD-1-UNKNOWN_VIC: VPD in slot [dec]: VIC daughter card has an unknown id of [hex]
```

Explanation The software did not recognize the type of VIC plugged in to the voice processor deck.

Recommended Action Check the part number on the VIC card to see if it is supported in the version of Cisco IOS software that is operational on the router, or contact your Cisco technical support representative.

Error Message

%VPD-1-UNSUPPORTED_VIC: VPD in slot [dec]: VIC daughter card ([chars]/[hex]) is unsupported

Explanation The VIC card that is plugged in to the VPD is not a type that is supported by this version of Cisco IOS software.

Recommended Action Replace this VIC with a type that is supported by this version of Cisco IOS software, or change the version of Cisco IOS software to support this VIC type.

Error Message

%VPD-1-VPD_INIT_DSP_FAILURE: An error was encountered during DSP initialization of ATM CES (Voice Processor Deck) port adapter at addr [hex].

Explanation The port adapter did not successfully initialize. This failure occurred during the DSP initialization of the 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

%VPD-1-VPD_INIT_FAILURE: An error was encountered during initialization of ATM CES (Voice Processor Deck) port adapter in slot [dec].

Explanation The port adapter did not successfully initialize. This failure occurred during the ATM CES voice processor deck initialization of the 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.