



Troubleshooting

Your Cisco 3600 series router goes through extensive testing and burn-in before leaving the factory. If you encounter problems, use the information in this appendix to help isolate problems or to eliminate the router as the source of the problem.

This appendix contains the following sections:

- [Isolating Problems, page A-1](#)
- [Reading Front-Panel LEDs, page A-4](#)
- [Reading Rear-Panel LEDs, page A-8](#)
- [Error Messages, page A-10](#)
- [Recovering a Lost Password, page A-16](#)



Note

To troubleshoot a network module refer to the [Cisco Network Modules Hardware Installation Guide](#); to troubleshoot a WAN interface card, refer to the [Cisco Interface Cards Hardware Installation Guide](#).

If you cannot locate the source of the problem, contact a customer service representative for information on how to proceed. For technical support information, refer to the [“Obtaining Technical Assistance” section on page xviii](#). Before you call, have the following information ready:

- Chassis type and serial number
- Maintenance agreement or warranty information
- Type of software and version number
- Date you received the new chassis
- Brief description of the problem
- Brief explanation of the steps you have taken to isolate the problem

Isolating Problems

The key to problem solving is to isolate the problem to a specific subsystem by comparing what the router is doing to what it should be doing.

The LEDs on the front and rear panel of the router enable you to determine router performance and operation. For a description of these LEDs, see the [“Reading Front-Panel LEDs” section on page A-4](#) and the [“Reading Rear-Panel LEDs” section on page A-8](#).

When problem solving, consider the following router subsystems:

- Power and cooling systems—External power source, power cable, router power supply and circuit breaker, and router blower and fan. Also consider inadequate ventilation or air circulation.
- Modules—LEDs on the modules can help identify a failure.
- Cables—External cables that connect the router to the network.

Troubleshooting the Power and Cooling Systems

Both the system LED and the fans can help you troubleshoot a power problem. Check the following items to help isolate the problem:

- With the power switch on, does the system LED stay on or blink?
 - If the LED is green, the router is receiving power and is functional.
 - If the LED is off, check the power source and power cable.
- With the power switch on and the system LED on, do the fans operate?
 - If no, check the fans.
- With the power switch on and the system LED off, do the fans operate?
 - If yes, the router is receiving power. The fans are connected directly to the DC outputs of the power supply.
 - If no, check the power source and power cable.
- Does the router shut down after being on a short time?
 - Check for an environmentally induced shutdown. See the next section, “[Environmental Reporting Features](#).”
 - Check the environmental site requirements in the “[General Site Requirements](#)” section on [page 2-3](#).
 - Check for a power supply failure in the Cisco 3620 and Cisco 3640 routers by inspecting the system LED on the front panel. If the system LED is on or blinking, the power supply should be functional.
 - Check for a power supply failure in the Cisco 3631 router by inspecting the system LED on the front panel. If the system LED is on, the power supply is functional.
 - Check for a power supply failure in the Cisco 3660 router by inspecting the system, PS1, and PS2 LEDs on the front panel. If they are green, the power supplies are functional.
- Router partially boots, but LEDs do not come on.
 - Check for a power supply failure by inspecting the system LED on the front panel of the router. If the system LED is on, the power supply is functional.
 - Check for a power supply failure in the Cisco 3660 router by inspecting the PS1 and PS2 power supply LEDs on the front panel. For an explanation of these LEDs, see [Table A-3](#).
 - If the system LED is not on, refer to the warranty information in the quick start guide that shipped with your router, or contact customer service. The quick start guide is also available both on the Documentation CD-ROM and online.

Environmental Reporting Features

If the router is operating at an abnormally high temperature, you see the following message on the console screen:

```
%SYS-1-OVERTEMP: System detected OVERTEMPERATURE condition. Please resolve cooling problem immediately!
```

Some causes of abnormally high router temperature are:

- Fan failure
- Air conditioner failure in the room
- Air blockage to cooling vents

Take steps to correct the problem. See also the [“Site Environment” section on page 2-4](#), and the [“Equipment Racks” section on page 2-5](#).

Troubleshooting Modules, Cables, and Connections

Network problems can be caused by a module; cables or cable connections; or external devices such as a modem, transceiver, hub, wall jack, WAN interface, or terminal. Check for the following symptoms to help isolate the problem:



Tip

All of the documents mentioned in this section are available both on the Documentation CD-ROM and online.

- Module is not recognized by the router.
 - On the Cisco 3660 router, check front-panel Active and Ready LEDs for the slot in which the module is installed. For information on these LEDs, see the [“Reading Front-Panel LEDs” section on page A-4](#).
 - Make sure that the module is firmly seated in its slot.
 - Check the LEDs on the module. Each module has its own set of LEDs. For information on these LEDs, refer to the online publication *Cisco Network Modules Hardware Installation Guide*.
 - Make sure that you have a version of Cisco IOS software that supports the network module. Check the *Cisco Network Modules Hardware Installation Guide* or accompanying configuration note for the affected module’s software requirements.
- Module is recognized, but interface ports do not initialize.
 - Make sure that the module and interface card are firmly seated in their slots.
 - Check external cable connections.
 - Make sure that you have a version of Cisco IOS software that supports the network module and interface card. Check the *Cisco Network Modules Hardware Installation Guide* and the *Cisco Interface Cards Hardware Installation Guide* or accompanying configuration notes for the affected network module’s and interface card’s software requirements.
- Router does not boot properly, or constantly or intermittently reboots.
 - Make sure that all modules are firmly seated in their slots.
 - Check the router chassis or software. Refer to the warranty information in the quick start guide that shipped with your router, or contact customer service.

- Router boots, but the console screen is frozen.
 - Check the external console connection.
 - Verify that the parameters for your terminal are set as follows:
 - (a) The same data rate as configured for the router (9600 bps is the default)
 - (b) 8 data bits
 - (c) No parity generated or checked
 - (d) 2 stop bits
- Router powers on and boots only when a particular module is removed.
 - Check the module. Refer to the warranty information in the quick start guide that shipped with your router, or contact customer service.
- Router powers on and boots only when a particular cable is disconnected.
 - There may be a problem with the module or cable. Refer to the warranty information in the quick start guide that shipped with your router, or contact customer service.

Reading Front-Panel LEDs

Front-Panel LEDs on Cisco 3620, Cisco 3640, and Cisco 3660 Routers

The LEDs on the front panel of the router enable you to determine router performance and operation. [Figure A-1](#) through [Figure A-3](#) show the LEDs on the front panel of the router. For an explanation of these LEDs see:

- [Table A-1](#)—Describes the system LED
- [Table A-2](#)—Describes the Redundant Power System (RPS) LED
- [Table A-3](#)—Describes the power supply LEDs (PS1 and PS2)
- [Table A-4](#)—Describes the Active, Ready, and PCMCIA LEDs

Figure A-1 Cisco 3620 Router Front-Panel LEDs

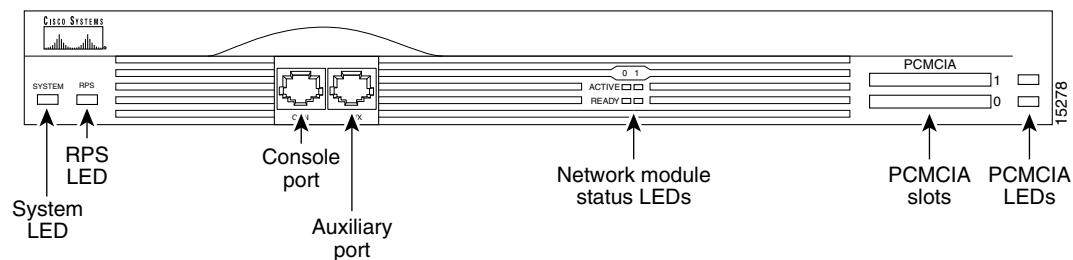


Figure A-2 Cisco 3640 Router Front-Panel LEDs

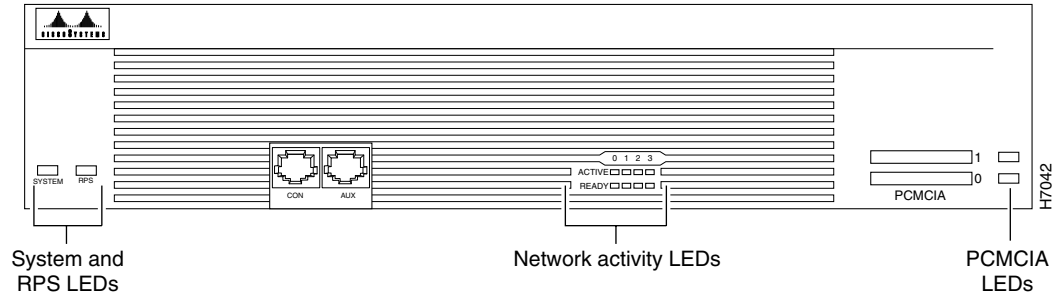
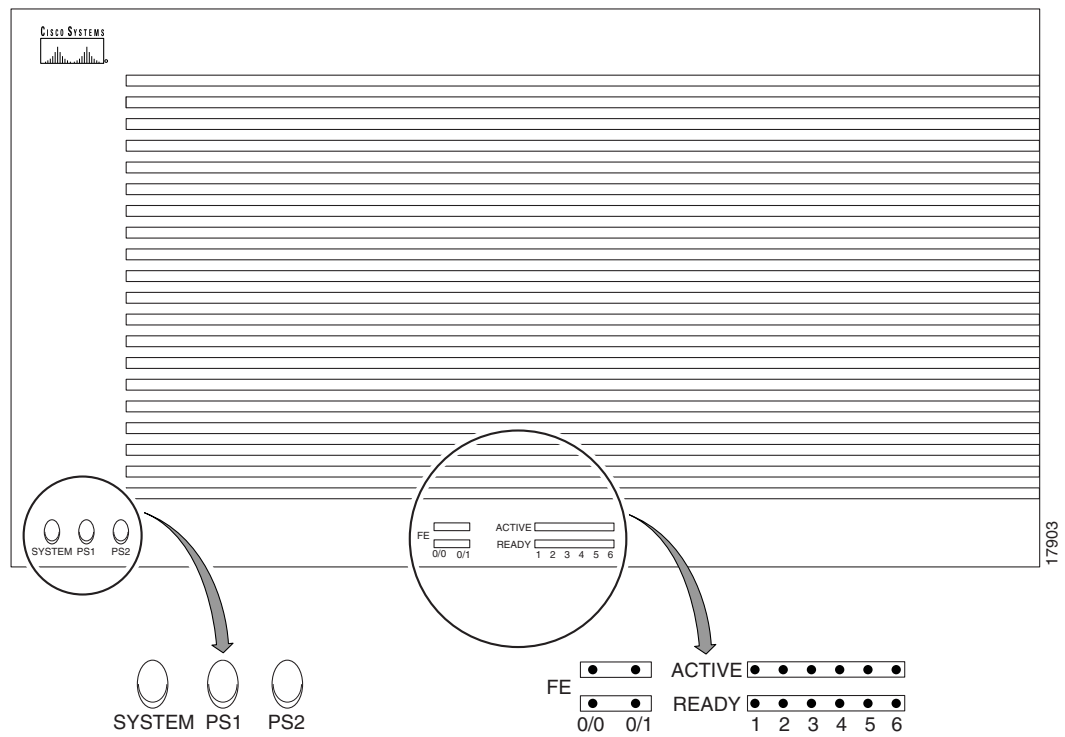


Figure A-3 Cisco 3660 Router Front Panel LEDs



Note The Cisco 3660 router has system LEDs on the front and rear panels. Both system LEDs function as described in [Table A-1](#).



Note In this guide, references to Cisco 3660 routers include both Cisco 3661 and Cisco 3662 routers.

Table A-1 SYSTEM LED in Cisco 3620, Cisco 3640, and Cisco 3660 Routers

| Color | Description |
|-----------------------------|---|
| Off | Router is not receiving power. |
| Blinking green | Router is running the ROM monitor. No errors detected. |
| Solid green | Router is operating normally. No errors detected. |
| Amber | Router is receiving power but not functioning properly. Possible power-on self-test error or over-temperature condition detected. |
| Alternating amber and green | Power-on self-test detected. The router is attempting to reload the ROM monitor. |

**Note**

The Cisco 3660 router does not have the RPS LED described in [Table A-2](#).

Table A-2 RPS LED in Cisco 3620, Cisco 3640, and Cisco 3660 Routers

| Color | RPS Status |
|----------------|---|
| Off | Not installed. |
| Blinking green | RPS and the power supply are both operational. Because the router can accept power from only one source, you can do either of the following: <ul style="list-style-type: none"> Unplug the power supply and use the RPS. Turn off the RPS and use the power supply. The RPS can remain connected. |
| Solid green | Operational. |
| Amber | Installed but not operational. |

**Note**

The power supply LEDs (PS1 and PS2) described in [Table A-3](#) are found only on the Cisco 3660 router's front panel.

Table A-3 Power Supply LEDs in Cisco 3620, Cisco 3640, and Cisco 3660 Routers

| Color | Power Supply Status |
|----------------|--|
| Green | Installed and operating correctly. |
| Amber | Installed with fault conditions detected. |
| Blinking amber | Thermal or out-of-range voltage protection shutdown. |
| Off | Powered off or failed. |

**Note**

Your router's front or rear panel shows *ACTIVE slot#* and *READY slot#* LEDs corresponding to the number of network module slots in the router. (See [Table A-4](#).)

The Cisco 3620 router has two slots numbered 0 and 1; the Cisco 3640 router has four slots numbered 0, 1, 2, and 3; and the Cisco 3660 router has six slots numbered 1, 2, 3, 4, 5, and 6.

**Note**

The Cisco 3660 router has PCMCIA slots located on its rear panel. (See [Figure A-6](#).)

Table A-4 *ACTIVE, READY, and PCMCIA LEDs in Cisco 3620, Cisco 3640, and Cisco 3660 Routers*

| LED | Description |
|----------------------------|---|
| ACTIVE 0, 1, 2, 3, 4, 5, 6 | Blinks to indicate network activity on the module installed in the indicated slot. |
| READY 0, 1, 2, 3, 4, 5, 6 | Functional module has been installed in the indicated slot. If the LED is off, the slot is empty or the module is not functional. |
| PCMCIA 0, 1 | Data activity on the indicated PCMCIA slot. |

Front-Panel LEDs on Cisco 3631 Routers

The LEDs on the front panel of the router enable you to determine router performance and operation. [Figure A-4](#) shows the LEDs on the front panel of the Cisco 3631 router. For an explanation of these LEDs see [Table A-5](#).

Figure A-4 *Cisco 3631 Front-Panel LEDs*

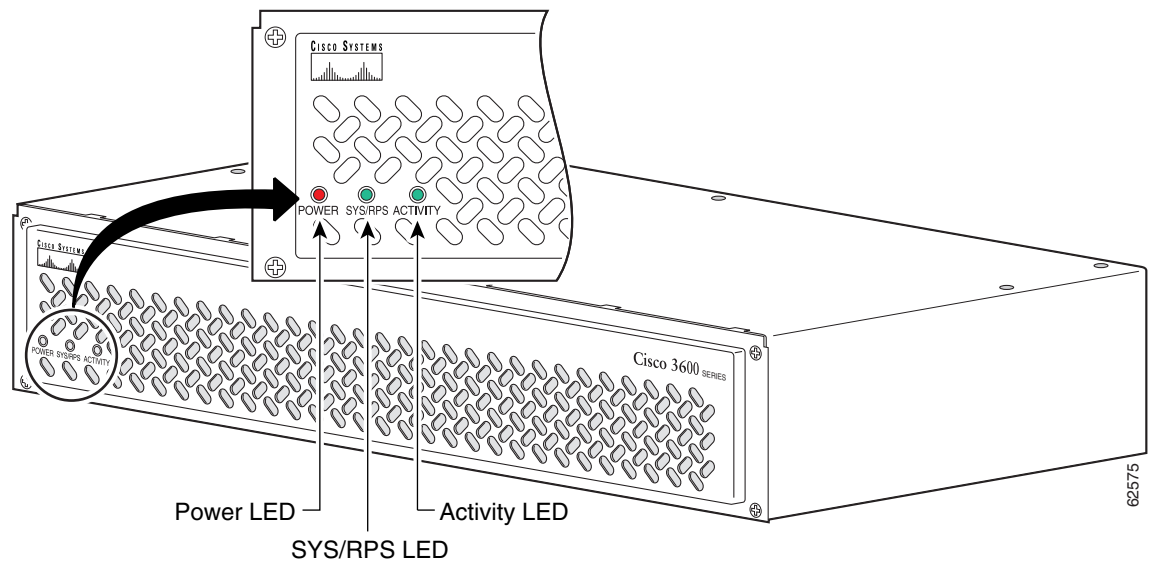


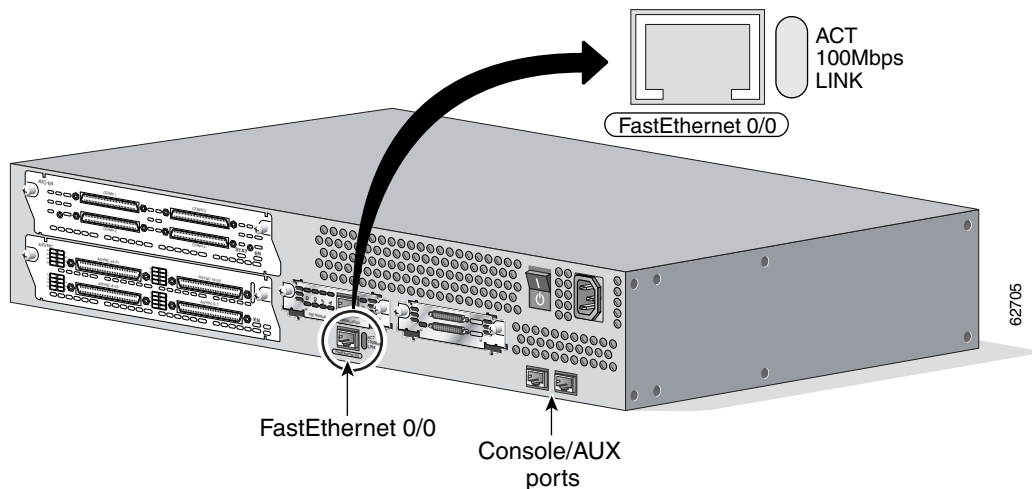
Table A-5 Cisco 3631 Front-Panel LEDs

| LED | Color | Power Supply Status |
|----------|---------------------|---|
| POWER | Off | No power to system. |
| | Green | Power to the system. |
| SYS/RPS | Slow blinking green | System initialization in progress. |
| | Solid green | System software running. No RPS failure. |
| | Fast blinking green | RPS failure after system software is running. |
| ACTIVITY | Blinking green | Blinking indicates network activity. |

Reading Rear-Panel LEDs

Rear-Panel LEDs on Cisco 3631 Routers

For an explanation of the Cisco 3631 rear-panel LEDs, see [Table A-6](#).

Figure A-5 Cisco 3631 Router Rear-Panel LEDs**Table A-6 Cisco 3631 Fast Ethernet Connector LEDs**

| LED | Color | Status |
|---------|-------|---|
| ACT | Green | Blinking indicates network activity. |
| | Off | No network activity. |
| LINK | Green | Ethernet link is established. |
| | Off | No established link. |
| 100Mbps | Green | 100 Mbps communication speed attained. |
| | Off | 10 Mbps communication speed attained, or no link established. |

Rear-Panel LEDs on Cisco 3660 Routers

For an explanation of the Cisco 3660 rear-panel LEDs, see:

- SYSTEM LED (see [Table A-1](#))
- Power LED (see [Table A-7](#))
- Fast Ethernet connector LEDs (see [Table A-8](#))
- PCMCIA card LEDs (see [Table A-4](#))
- Power supply LEDs (see [Table A-3](#))

See [Figure A-6](#) for the locations of these LEDs.



Note

The system LED on the rear panel of the Cisco 3660 router has the same function as the system LED on the front panel. (See [Table A-1](#).)

The power LED communicates the status of the Cisco 3660 mainboard.

The LED on each Cisco 3660 router power supply has the same function as the PS1 and PS2 LEDs on the Cisco 3660 router front panel. (See [Table A-3](#).)

The PCMCIA LEDs on the Cisco 3660 router rear panel are the same as those on the Cisco 3620 and Cisco 3640 router front panels. (See [Table A-4](#).)

Figure A-6 Cisco 3660 Router Rear-Panel LEDs

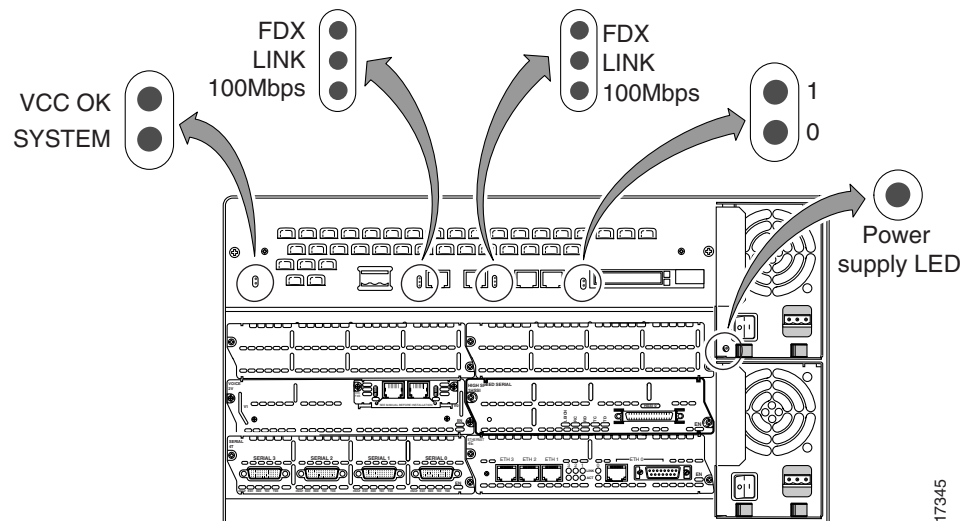


Table A-7 Power LED

| Color | Status |
|-------|---|
| Green | Operating voltages on the mainboard are within acceptable ranges. |
| Off | An error condition is detected in the operating voltages. |

Table A-8 Fast Ethernet Connector LEDs

| LED | Color | Status |
|---------|-------|---|
| FDX | Green | Data transmission is in full-duplex mode. |
| | Off | Data transmission is in half-duplex mode. |
| LINK | Green | Ethernet link is established. |
| | Off | No established link. |
| 100Mbps | Green | 100-Mbps communication speed attained. |
| | Off | 10-Mbps communication speed attained, or no link established. |

Error Messages

Cisco 3600 Series Error Messages

This section describes error and recovery messages that may appear when operating a Cisco 3600 series router. Error messages for Cisco 3620 and Cisco 3640 routers powered by the Cisco RPS redundant power system are described in the publication *Cisco RPS Hardware Installation Guide*. Additional error messages for the Cisco 3660 router are described in the “Cisco 3660 Error Messages” section on page A-12.

The Cisco IOS software displays system error and recovery messages on an external device console terminal screen. (For more information, see the “Connecting to a Console Terminal or Modem” section on page 3-43.)

The terminal should display one of the following prompts:

```
Router> (indicates the user EXEC mode)
```

or

```
Router# (indicates the privileged EXEC mode)
```

The Cisco IOS software checks the system condition once every 30 seconds. If the condition still exists, the error message reappears; if the error condition has cleared, a recovery message appears.

[Table A-9](#) describes system error and recovery messages and LED conditions that might accompany them.



Note

[Table A-9](#) does not provide a complete list of system LED conditions. (For all LED conditions that can occur in your router, see “Reading Front-Panel LEDs” section on page A-4 and “Reading Rear-Panel LEDs” section on page A-8.)

Descriptions of the system error messages, recovery messages, and LED conditions that might accompany them are also described in the *Cisco IOS System Error Messages* online document at the following URL:

```
http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122sup/122sems/semsvol1/emfbgp.htm#xtocid10
```

Table A-9 Cisco 3600 Series Error Messages

| Message |
|---|
| <p>Error:</p> <p>%C3600-3-NOMAC: Can't allocate MAC address for interface 1/1</p> <p>Explanation:</p> <p>MAC address allocation failed because the specified slot and port combination exceeds the hardware configuration.</p> <p>Recovery:</p> <p>Reallocate the MAC address.</p> |
| <p>Error:</p> <p>%C3600-3-BADPLAT: Unknown platform type</p> <p>Explanation:</p> <p>The Cisco IOS software image does not recognize the revision level of the router's mainboard. This might indicate either a hardware failure or the need for a software upgrade to recognize newer hardware.</p> <p>Recovery:</p> <p>Verify that you are using a recommended release of Cisco IOS software for your hardware. Upgrade if necessary.</p> |
| <p>Error:</p> <p>%C3600-3-BADNV: Detected invalid NVRAM size: xx bytes</p> <p>Explanation:</p> <p>The NVRAM detected is not 128 bytes, or the NVRAM may be corrupted.</p> <p>Recovery:</p> <p>Copy the error message exactly as it appears, and report it to your technical support representative. (See the “Obtaining Technical Assistance” section on page xviii.)</p> |
| <p>Error:</p> <p>%C3600-3-NVERASEFAIL: Failed to erase config due to internal error.</p> <p>Explanation:</p> <p>An internal error prevented the password protection feature from erasing the configuration.</p> <p>Recovery:</p> <p>Copy the error message exactly as it appears, and report it to your technical support representative. (See the “Obtaining Technical Assistance” section on page xviii.)</p> |
| <p>Error:</p> <p>%C3600-4-MACBLKSIZE: Unknown MAC address block size.</p> <p>Explanation:</p> <p>Data stored in the backplane is either corrupt or incomplete.</p> <p>Recovery:</p> <p>Contact your technical support representative to upgrade your system. (See the “Obtaining Technical Assistance” section on page xviii.)</p> |

Table A-9 Cisco 3600 Series Error Messages (continued)

| Message |
|--|
| <p>Error:</p> <p>%C3600-3-SLOTS: Number of slots in chassis is undefined.</p> <p>Explanation:</p> <p>The number of slots is undefined in the cookie.</p> <p>Recovery:</p> <p>Contact your technical support representative to upgrade your system. (See the “Obtaining Technical Assistance” section on page xviii.)</p> |
| <p>Error:</p> <p>%C3600-4-COOKIE: Corrupt or missing MAC address cookie/n using random base xxx.</p> <p>Explanation:</p> <p>The cookie is corrupt.</p> <p>Recovery:</p> <p>Contact your technical support representative to upgrade your system. (See the “Obtaining Technical Assistance” section on page xviii.)</p> |

Cisco 3660 Error Messages

This section describes LED conditions and additional error and recovery messages that may be displayed when operating a Cisco 3660 router only. (See [Table A-10](#).)


Note

[Table A-10](#) does not provide a complete list of system LED conditions. (For all LED conditions that can occur in your router, see [“Reading Front-Panel LEDs”](#) section on page A-4 and [“Reading Rear-Panel LEDs”](#) section on page A-8.)

Table A-10 Cisco 3660 System Error and Status Messages

| LED Type | LED Color | Message |
|----------|-----------|---|
| — | — | <p>Error:</p> <p>%INITSYS-1-PS:</p> <p>Explanation:</p> <p>The router failed to establish the environmental monitor process. This is probably because of insufficient memory available in the router.</p> <p>Recovery:</p> <p>Add memory to the router.</p> |

Table A-10 Cisco 3660 System Error and Status Messages (continued)

| LED Type | LED Color | Message |
|----------|-----------|--|
| System | Amber | <p>Error:</p> <pre>%SYS-1-OVERTEMP: System detected OVERTEMPERATURE condition. Please resolve cooling problem immediately!</pre> <p>Explanation:</p> <p>The router is operating at an abnormally high temperature, possibly caused by one or more of the following:</p> <ul style="list-style-type: none"> • Fan failure • Air conditioner failure in the room • Air blockage to cooling vents <p>Recovery:</p> <p>Check the possible causes. See also the “Site Environment” section on page 2-4 and the “Equipment Racks” section on page 2-5.</p> <p>When the error condition is resolved, the following informational message appears:</p> <pre>%OVERTEMP_OK, PS, LOG_ERR, 0: System temperature is now normal.</pre> |
| System | Amber | <p>Error:</p> <pre>%THERMAL-3-PS: System detected Power System # THERMAL FAIL condition.</pre> <p>Explanation:</p> <p>The operating temperature of the specified power supply (1 or 2) exceeded the acceptable range possibly caused by one or more of the following:</p> <ul style="list-style-type: none"> • Fan failure • Air conditioner failure in the room • Air blockage to cooling vents <p>Recovery:</p> <p>Check the possible causes. If the fan has failed, replace the fan cage. Refer to the Replacing the Fan Cage in Cisco 3660 Routers hardware configuration note.</p> <p>When the error condition is resolved, the following informational message appears:</p> <pre>%THERMOK-3-PS: Power System THERMAL condition is now normal.</pre> |

Table A-10 Cisco 3660 System Error and Status Messages (continued)

| LED Type | LED Color | Message |
|--|-----------|---|
| PS1, PS2, LED on power supply rear panel | Amber | <p>Error:</p> <p>%PS-3-DCOUTPUTVOLTFAIL: System detected Power System # DC FAIL condition.</p> <p>Explanation:</p> <p>The cable connected to the specified DC power supply (1 or 2) is loose or the DC power supply has failed.</p> <p>Recovery:</p> <ol style="list-style-type: none"> 1. Check the power supply LEDs to identify the faulty unit. 2. Power off the faulty power supply and circuit breaker. 3. Check that cables are seated properly and terminal blocks are wired correctly. 4. Power on the circuit breaker and the power supply. 5. If the error condition persists, replace the DC power supply. Refer to the <i>Installing Universal DC Power Supplies in Cisco 3660 Routers</i> or to the <i>Installing Power Supplies in Cisco 3600 Series Routers</i> hardware configuration note. <p>When the error condition is resolved, the following informational message appears:</p> <p>%PS-3-DCOUTPUTVOLTOK: Power System DC condition is now normal.</p> |
| PS1, PS2, LED on power supply rear panel | Amber | <p>Error:</p> <p>%PS-3-INPUTVOLTFAIL: System detected Power System # AC FAIL condition.</p> <p>Explanation:</p> <p>The cable connected to the specified AC power supply (1 or 2) is loose or the AC power supply has failed.</p> <p>Recovery:</p> <ol style="list-style-type: none"> 1. Check the power supply LEDs to identify the faulty unit. 2. Power off the faulty power supply. 3. Check that cables are seated properly and terminal blocks are wired correctly. 4. Power on the power supply. 5. If the error condition persists, replace the AC power supply. Refer to the <i>Installing Power Supplies in Cisco 3600 Series Routers</i> hardware configuration note. <p>When the error condition is resolved, the following informational message appears:</p> <p>%PS-3-INPUTVOLTOK: Power System AC condition is now normal.</p> |

Table A-10 Cisco 3660 System Error and Status Messages (continued)

| LED Type | LED Color | Message |
|--|--------------------|--|
| System PS1, PS2, LED on power supply rear panel | Amber Amber | <p>Error:</p> <p>%PS-3-MULTFAIL: There is more than one failure with the Power System #; please resolve problems immediately.</p> <p>Explanation:</p> <p>The specified power supply (1 or 2) has experienced multiple failures. This is a critical condition that must be resolved immediately.</p> <p>Recovery:</p> <ol style="list-style-type: none"> 1. Check the power supply LEDs to identify the faulty unit. 2. Power off the faulty power supply and circuit breaker (for a DC power supply). 3. Check that cables are seated properly and terminal blocks are wired correctly. 4. Power on the circuit breaker (for a DC power supply), and the power supply. 5. If the error condition persists, replace the power supply. Refer to the <i>Installing Universal DC Power Supplies in Cisco 3660 Routers</i> or to the <i>Installing Power Supplies in Cisco 3600 Series Routers</i> hardware configuration note. <p>When the error condition is resolved, the following informational message appears:</p> <p>%PS-3-PSOK: Power System is now normal.</p> |
| — | — | <p>Error:</p> <p>%FAN-3-FAN_FAILED: Fan # had a rotation error reported.</p> <p>Explanation:</p> <p>The specified fan (1 through 6) is not rotating at the desired speed.</p> <p>Recovery:</p> <p>Replace the fan cage. Refer to the <i>Replacing the Fan Cage in Cisco 3660 Routers</i> hardware configuration note.</p> <p>When the error condition is resolved, the following informational message appears:</p> <p>%FAN-3-FAN_OK: Fan # had earlier reported a rotation error. It is ok now.</p> |
| — | — | <p>Error:</p> <p>%OIR-6-REMCARD: Card removed from slot x, interfaces disabled.</p> <p>Explanation:</p> <p>The online-insertion-and-removal (OIR) function detected the removal of a network module processor from the specified chassis slot (1 through 6). The interfaces on that processor are administratively shut down and removed. In addition, the routing table is flushed of any routes through the removed interfaces.</p> <p>For more information, refer to the <i>Cisco Network Modules Hardware Installation Guide</i>.</p> <p>This is an informational message that does not require any recovery procedure.</p> |

Table A-10 Cisco 3660 System Error and Status Messages (continued)

| LED Type | LED Color | Message |
|----------|-----------|--|
| — | — | <p>Error:</p> <p>%OIR-6-INSCARD: Card inserted in slot x, interfaces administratively shut down.</p> <p>Explanation:</p> <p>The online-insertion-and-removal (OIR) function detected the insertion of a network module processor in the specified chassis slot (1 through 6). The interfaces on that processor are shut down until configured, or if an interface of that type was previously configured, it is restored to its previous state.</p> <p>For more information, refer to the Cisco Network Modules Hardware Installation Guide.</p> <p>This is an informational message that does not require any recovery procedure.</p> |
| — | — | <p>Error:</p> <p>%OIR-3-SEATED: Insert/removal failed for slot x, check card seating.</p> <p>Explanation:</p> <p>The online-insertion-and-removal (OIR) function detected an incorrectly seated network module in the specified chassis slot (1 through 6).</p> <p>For more information, refer to the Cisco Network Modules Hardware Installation Guide.</p> <p>Recovery:</p> <p>Remove and reinstall the network module in the indicated slot.</p> |
| — | — | <p>Error:</p> <p>%CIRRUS-4-DOWNREV_NM: Network Module card in slot x is incompatible with the system.</p> <p>Explanation:</p> <p>The network module card in the specified slot (1 through 6) is incompatible and must be upgraded to operate in the Cisco 3660 router.</p> <p>For more information, refer to the Cisco Network Modules Hardware Installation Guide.</p> <p>Recovery:</p> <p>Contact your technical support representative to upgrade your network module. (See the “Obtaining Technical Assistance” section on page xviii.)</p> |

Recovering a Lost Password

You can recover a lost enable password, but an enable secret password is encrypted and is not recoverable. If you lose an enable secret password that is configured on your router, you can replace it with a new enable secret password.

For password recovery and replacement procedures for the Cisco 2600 series routers, refer to the [Password Recovery Procedure for the Cisco 3600 Series Routers](#) document at the following URL:

http://www.cisco.com/warp/public/474/pswdrec_3600.shtml