



Error Message Summary

This appendix lists system error messages. This appendix is organized as follows:

- [Understanding Error Messages, page A-1](#)
- [Error Message Lists, page A-3](#)



Note

For a description of the features, modifications, and caveats for the Cisco Integrated Communications System 7750 (Cisco ICS 7750) release 2.6.0, refer to the [Release Notes for System Software Release 2.6.0 on the Cisco ICS 7750](#).



Note

For information on ICS System Manager error messages, see the “[ICS System Manager Error Codes](#)” section on page 5-3. For information on errors encountered while running ICSCfg, see the “[Initial Configuration Problems](#)” section on page 5-2.

Understanding Error Messages

When viewed outside of ICS System Manager (on a log server), system error messages begin with a percent sign (%) and are structured as follows:

```
%FACILITY-from-message-[CISCO FACILITY]-[CISCO SUBFACILITY]-  
[Cisco Severity]-[CISCO MNEMONIC]
```

Error Message Elements

The elements of system error messages are described below.

- **FACILITY**—Two or more uppercase letters that indicate the facility to which the message refers. [Table 1-2](#) lists system facilities keywords.
- **From**—The IP address of the device or the name of the device sending the message.
- **Message**—A description of the event. See [“About Error Message Content” section on page A-2](#) for additional information.
- **CISCO FACILITY**—(Optional.) Two or more uppercase letters that indicate the facility to which the message refers. Facilities include hardware devices, protocols, and system software modules.
- **CISCO SUBFACILITY**—(Optional.) Two or more uppercase letters that indicate the subfacility for Channel Interface Processor (CIP) messages. CIP messages have a Cisco subfacility code of CIP.
- **Cisco Severity**—(Optional.) A single-digit code from 0 through 7 that reflects the severity of the condition, as follows:
 - 0 – emergency: System unusable
 - 1 – alert: Immediate action needed
 - 2 – critical: Critical condition
 - 3 – error: Error condition
 - 4 – warning: Warning condition
 - 5 – notification: Normal but significant condition
 - 6 – informational: Informational message only
 - 7 – debugging: Appears during debugging only
- **CISCO MNEMONIC**—(Optional.) A code that uniquely identifies the message.

About Error Message Content

The error message sometimes contains detailed information about the event, including terminal port numbers, network addresses, or addresses that correspond to locations in the system memory address space. Because the information in

these variable fields changes from message to message, it is represented here by short strings enclosed in square brackets ([]). A decimal number, for example, is represented as [dec].

The following is an example of a system error message:

```
%SPE-Fan X failure-FMM-0-41100:
```

where *SPE* is the from element (representing the system processing engine), Fan X failure is the message element, FMM is the CISCO SUBFACILITY element (representing the system software Fault Management Module), 0 is the SEVERITY element, and 41100 is the CISCO MNEMONIC.

[Table A-1](#) lists the representations of variable fields and the type of information in them.

Table A-1 Representation of Variable Fields in Error Messages

Representation	Type of Information
[char]	Single character
[chars]	Character string
[dec]	Decimal number
[enet]	Ethernet address (such as 00-00-FE-ED-00-C0)
[hex]	Hexadecimal number
[inet]	Internet address (such as 12.128.2.16)
[node]	Address or node name

Error Message Lists

This section lists error messages that are unique to the Cisco ICS 7750. The following types of lists are available:

- [Categorical List of Error Messages](#)
- [Numerical List of Error Messages](#)

**Note**

For a comprehensive list of error messages that are not unique to the Cisco ICS 7750, refer to *Cisco IOS Software System Error Messages*.

Categorical List of Error Messages

The following list shows each error message that is specific to the Cisco ICS 7750, grouped according to the following categories:

- [Fan Malfunction and System Overheating Error Messages](#)
- [Power Error Messages](#)

Within each category, messages are listed alphabetically.

Fan Malfunction and System Overheating Error Messages

Error Message The ambient temp [dec][char] exceeded recommended value

Explanation The ambient air temperature is above 104°F (40°C), or there is an air intake or exhaust blockage.

Recommended Action See [Table 3-6 on page 3-18](#).

Error Message Card [dec] is overheated [dec][char]

Explanation The ambient air temperature is above 104°F (40°C), there is an air intake or exhaust blockage, or a card has failed.

Recommended Action See [Table 3-6 on page 3-18](#).

Error Message Fan [dec] failure

Explanation The speed of one or more fans is too slow.

Recommended Action See [Table 3-6 on page 3-18](#).

Error Message Fan tray absent

Explanation The fan tray is absent or improperly seated.

Recommended Action See [Table 3-6 on page 3-18](#).

Error Message The system is overheated [dec][char]

Explanation The ambient air temperature is above 104°F (40°C) or there is an air intake or exhaust blockage.

Recommended Action See [Table 3-6 on page 3-18](#).

Power Error Messages

Error Message AC power is off, using DC

Explanation The system is not receiving commercial (AC) power.

Recommended Action Contact your power service provider and have the provider restore AC power as soon as possible.

Error Message Power supply [dec] failure

Explanation A power supply module is not functioning properly.

Recommended Action See [Table 3-5 on page 3-14](#).

Error Message UPS battery low

Explanation The uninterruptible power supply (UPS) battery has less than 10 percent of its capacity remaining.

Recommended Action Check the UPS battery, and refer to your UPS documentation for battery replacement instructions.

Error Message UPS module failure

Explanation The uninterruptible power supply (UPS) is not delivering power to the system.

Recommended Action Refer to your UPS documentation for instructions.

Numerical List of Error Messages

The following list shows each Cisco ICS 7750 error message, in numerical order. An explanation of the possible cause of the error and a suggested course of action are provided for each message.



Note

In actual error messages, the mnemonic (error message number) is preceded by the message severity level. For example, a UPS module failure (which has a severity level of “1” and a “40100” mnemonic) is displayed as 1-40100:UPS module failure. (See “[Error Message Elements](#)” section on page A-2 for a full description of error message syntax.)

Error Message 40100:UPS module failure

Explanation The uninterruptible power supply (UPS) is not delivering power to the system.

Recommended Action Refer to your UPS documentation for instructions.

Error Message 41102:The ambient temp [dec][char] exceeded recommended value

Explanation The ambient air temperature is above 104°F (40°C), or there is an air intake or exhaust blockage.

Recommended Action See [Table 3-6 on page 3-18](#).

Error Message 41103:Card [dec] is overheated [dec][char]

Explanation The ambient air temperature is above 104°F (40°C), there is an air intake or exhaust blockage, or a card has failed.

Recommended Action See [Table 3-6 on page 3-18](#).

Error Message 41100:Fan [dec] failure

Explanation The speed of one or more fans is too slow.

Recommended Action See [Table 3-6 on page 3-18](#).

Error Message 41101:Fan tray absent

Explanation The fan tray is absent or improperly seated.

Recommended Action See [Table 3-6 on page 3-18](#).

Error Message 41104:The system is overheated [dec][char]

Explanation The ambient air temperature is above 104°F (40°C), or there is an air intake or exhaust blockage.

Recommended Action See [Table 3-6 on page 3-18](#)

Error Message 41105:AC power is off, using DC

Explanation The system is not receiving commercial (AC) power.

Recommended Action Contact your power service provider and have the provider restore AC power as soon as possible.

Error Message 41107:Power supply [dec] failure

Explanation A power supply module is not functioning properly.

Recommended Action See [Table 3-5 on page 3-14](#).

Error Message 41109:UPS battery low

Explanation The uninterruptible power supply (UPS) battery has less than 10 percent of its capacity remaining.

Recommended Action Check the UPS battery, and refer to your UPS documentation for battery replacement instructions.