

System Messages

This chapter contains the following sections:

- Information About Process Management, on page 1
- How to Find Error Message Details, on page 1

Information About Process Management

You can access system messages by logging in to the console through Telnet protocol and monitoring your system components remotely from any workstation that supports the Telnet protocol.

Starting and monitoring software is referred to as process management. The process management infrastructure for a router is platform independent, and error messages are consistent across platforms running on Cisco IOS XE. You do not have to be directly involved in process management, but we recommend that you read the system messages that refer to process failures and other issues.

How to Find Error Message Details

To show further details about a process management or a syslog error message, enter the error message into the Error Message Decoder tool at: https://www.cisco.com/cgi-bin/Support/Errordecoder/index.cgi.

For example, enter the message `%PMAN-0-PROCESS_NOTIFICATION` into the tool to view an explanation of the error message and the recommended action to be taken.

The following are examples of the description and the recommended action displayed by the Error Message Decoder tool for some of the error messages.

Error Message: `%PMAN-0-PROCESS_NOTIFICATION : The process lifecycle notification component failed because [chars]`

Explanation	Recommended Action

The process lifecycle notification component failed, preventing proper detection of a process start and stop. This problem is likely the result of a software defect in the software subpackage.	Note the time of the message and investigate the kernel error message logs to learn more about the problem and see if it is correctable. If the problem cannot be corrected or the logs are not helpful, copy the error message exactly as it appears on the console along with the output of the **show tech-support** command and provide the gathered information to a Cisco technical support representative.

Error Message: `%PMAN-0-PROCFAILCRIT A critical process [chars] has failed (rc [dec])`

Explanation	Recommended Action
A process important to the functioning of the router has failed.	Note the time of the message and investigate the error message logs to learn more about the problem. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at: http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at: http://www.cisco.com/cisco/psn/bssprt/bss. If you still require assistance, open a case with the Technical Assistance Center at: http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message: `%PMAN-3-PROCFAILOPT An optional process [chars] has failed (rc [dec])`

Explanation	Recommended Action

A process that does not affect the forwarding of traffic has failed.	Note the time of the message and investigate the kernel error message logs to learn more about the problem. Although traffic will still be forwarded after receiving this message, certain functions on the router may be disabled because of this message and the error should be investigated. If the logs are not helpful or indicate a problem you cannot correct, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at: http://www.cisco.com/cisco/psn/bssprt/bss. If you still require assistance, open a case with the Technical Assistance Center at: http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message: `%PMAN-3-PROCFAIL The process [chars] has failed (rc [dec])`

Explanation	Recommended Action
The process has failed as the result of an error.	This message will appear with other messages related to the process. Check the other messages to determine the reason for the failures and see if corrective action can be taken. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at: http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at: http://www.cisco.com/cisco/psn/bssprt/bss. If you still require assistance, open a case with the Technical Assistance Center at: http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message: `%PMAN-3-PROCFAIL_IGNORE [chars] process exits and failures are being ignored due to debug settings. Normal router functionality will be affected. Critical router functions like RP switchover, router reload, FRU resets, etc. may not function properly.`

Explanation	Recommended Action
A process failure is being ignored due to the user-configured debug settings.	If this behavior is desired and the debug settings are set according to a user's preference, no action is needed. If the appearance of this message is viewed as a problem, change the debug settings. The router is not expected to behave normally with this debug setting. Functionalities such as SSO switchover, router reloads, FRU resets, and so on will be affected. This setting should only be used in a debug scenario. It is not normal to run the router with this setting.

Error Message: `%PMAN-3-PROCHOLDDOWN The process [chars] has been helddown (rc [dec])`

Explanation	Recommended Action
The process was restarted too many times with repeated failures and has been placed in the hold-down state.	This message will appear with other messages related to the process. Check the other messages to determine the reason for the failures and see if corrective action can be taken. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at: http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Search Tool at: http://www.cisco.com/cisco/psn/bssprt/bss. If you still require assistance, open a case with the Technical Assistance Center at: http://tools.cisco.com/ServiceRequestTool/create/, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

Error Message: `%PMAN-3-RELOAD_RP_SB_NOT_READY : Reloading: [chars]`

Explanation	Recommended Action
The route processor is being reloaded because there is no ready standby instance.	Ensure that the reload is not due to an error condition.

Error Message: `%PMAN-3-RELOAD_RP : Reloading: [chars]`

Explanation	Recommended Action

The RP is being reloaded.	Ensure that the reload is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message: `%PMAN-3-RELOAD_SYSTEM : Reloading: [chars]`

Explanation	Recommended Action
The system is being reloaded.	Ensure that the reload is not due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message: `%PMAN-3-PROC_BAD_EXECUTABLE : Bad executable or permission problem with process [chars]`

Explanation	Recommended Action
The executable file used for the process is bad or has permission problem.	Ensure that the named executable is replaced with the correct executable.

Error Message: `%PMAN-3-PROC_BAD_COMMAND:Non-existent executable or bad library used for process <process name>`

Explanation	Recommended Action
The executable file used for the process is missing, or a dependent library is bad.	Ensure that the named executable is present and the dependent libraries are good.

Error Message: `%PMAN-3-PROC_EMPTY_EXEC_FILE : Empty executable used for process [chars]`

Explanation	Recommended Action
The executable file used for the process is empty.	Ensure that the named executable is non-zero in size.

Error Message: `%PMAN-5-EXITACTION : Process manager is exiting: [chars]`

Explanation	Recommended Action
The process manager is exiting.	Ensure that the process manager is not exiting due to an error condition. If it is due to an error condition, collect information requested by the other log messages.

Error Message: `%PMAN-6-PROCSHUT : The process [chars] has shutdown`

Explanation	Recommended Action
The process has gracefully shut down.	No user action is necessary. This message is provided for informational purposes only.

Error Message: `%PMAN-6-PROCSTART : The process [chars] has started`

Explanation	Recommended Action

The process has launched and is operating properly.	No user action is necessary. This message is provided for informational purposes only.

Error Message: `%PMAN-6-PROCSTATELESS : The process [chars] is restarting stateless`

Explanation	Recommended Action
The process has requested a stateless restart.	No user action is necessary. This message is provided for informational purposes only.