



System Messages

This appendix provides the list of system log messages supported in the SSL Services Module.

Error Message STE-2-IPC_HEALTH_PROBE: [chars]

Explanation This message indicates that the system did not receive a health probe response from the specified modules.

Recommended Action No action is required. The system resets itself automatically. If you continue to see this message after the system resets itself, contact your Cisco technical support representative.

Error Message STE-2-IPC_HEALTH_PROBE_HEAD: The following modules failed to respond to a health probe.

Explanation This message indicates that the system did not receive a health probe response from the specified modules.

Recommended Action No action is required. The system resets itself automatically. If you continue to see this message after the system resets itself, contact your Cisco technical support representative.

Error Message STE-2-IPC_HEALTH_PROBE_TAIL: Declaring the module dead.

Explanation This message indicates that the system did not receive a health probe response from the specified modules.

Recommended Action No action is required. The system resets itself automatically. If you continue to see this message after the system resets itself, contact your Cisco technical support representative.

Error Message STE-3-APP_IPC_STATUS_FAILED: Module (APP) got a response with status failed.

Explanation This message indicates that the module could not process the IPC message.

Recommended Action If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

Error Message STE-3-CRYPTO_IPC_FAILED: Failed to send IPC message to SSL Processor:
[chars] [dec]

Explanation This message indicates that the cryptographic module encountered an error when sending an IPC message to one or more SSL processors.

Recommended Action Cancel and reenter the command. 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 STE-3-FDU_IPC_BUFFER_ALLOC_FAILED: Module (FDU) failed to get a buffer to send a IPC message.

Explanation This message indicates that the system failed to allocate a buffer to send IPC messages.

Recommended Action If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, reboot the module.

Error Message STE-3-IPC_BUFFER_ALLOC_FAILED: Module (IPC) failed to get a buffer to send a IPC message.

Explanation This message indicates that the module is in a transient state or that a command failed.

Recommended Action If this message is related to the CLI, reenter the command. If this situation affects the functionality of the module, contact your Cisco technical support representative.

Error Message STE-3-IPC_INVALID_MID: IPC received a message with a invalid destination module id [dec]

Explanation This message indicates that a source module ID is not registered to receive IPC messages.

Recommended Action If this situation affects the functionality of the module, contact your Cisco technical support representative.

Error Message STE-3-IPC_INVALID_TYPE: IPC received a message with a invalid type [dec]

Explanation This message indicates that the system might have received a message that was not intended for it.

Recommended Action If this situation affects the functionality of the module, contact your Cisco technical support representative.

Error Message STE-3-IPC_NULL_RECEIVE_METHOD: IPC module received a message with NULL callback.

Explanation This message indicates that IPC received a message that does not have a valid callback set for it.

Recommended Action If this situation affects the functionality of the module, contact your Cisco technical support representative.

Error Message STE-3-IPC_NULL_RECEIVE_QUEUE: IPC module received a message with method QUEUE but queue is NULL.

Explanation This message indicates that IPC received a message that does not have a valid queue set for it.

Recommended Action If this situation affects the functionality of the module, contact your Cisco technical support representative.

Error Message STE-3-IPC_SEND_FOR_DATE_FAILED: Module (IPC) failed to send a IPC message to get date and time.

Explanation This message indicates that the daughter card is unable to synchronize with the clock on the supervisor engine because of a failure in the control channel. This situation sometimes occurs during bootup.

Recommended Action Set the clock manually by entering the **set clock** command.

Error Message STE-3-PKI_CERT_INSTALL_FAILED: Failed to install a certificate chain, trustpoint: [chars], proxy service: [chars], index: [dec]

Explanation This message indicates that the PKI module failed to install a certificate chain for a proxy service.

Recommended Action Remove the certificate that was assigned to the proxy services. Reassign the certificate to reinstall it. 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 STE-3-PKI_INVALID_IPC_MSG: Invalid PKI IPC messages: [chars]

Explanation This message indicates that the PKI module received an invalid 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 STE-3-PKI_IPC_FAILED: Failed to send IPC message to SSL Processor: [chars] [chars] [dec]

Explanation This message indicates that the PKI module encountered an error when the module sent an IPC message to one or more SSL processors.

Recommended Action Remove the certificate that is assigned to the proxy services. Reassign the certificate to trigger IPC again. 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 STE-3-PKI_KEY_INSTALL_FAILED: Failed to install a key pair: [chars], trustpoint: [chars], proxy service: [chars], index: [dec]

Explanation This message indicates that the PKI module failed to install a key pair for a proxy service.

Recommended Action Check if the key pair of the trust point assigned to the proxy service is in the IOS key chain by entering the **show crypto key mypub rsa** command. Remove the certificate that was assigned to the proxy services. Reassign the certificate to reinstall it. 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 STE-3-PKI_MISCONFIGURED_KEY_TYPE: Trustpoint [chars] key type [chars] does not match type for SSL proxy service.

Explanation This message indicates that the key type of the trust point must be the same as what was configured for the SSL proxy service.

Recommended Action Regenerate a key pair of the same type configured for the SSL proxy service. Enroll for a new certificate.

Error Message STE-3-PKI_MISMATCHED_CERT_KEY_TYPE: Certificate key type [chars] does not match type for SSL proxy service [chars].

Explanation This message indicates that the specified key type of the certificate must be the same as what was configured for the SSL proxy service.

Recommended Action Regenerate a key pair of the same type configured for the SSL proxy service. Enroll for a new certificate.

Error Message STE-3-PKI_OP_FAILURE: [chars] [chars] [dec]

Explanation This message indicates that a PKI operation failed. The failure might have occurred because of a lack of resources.

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 STE-3-PKI_UNSUPPORTED_KEY_ALGORITHM: Algorithm of key pair [chars] is unsupported.

Explanation This message indicates that the key algorithm is unsupported. The supported key type is RSA.

Recommended Action Regenerate a key pair of the supported type.

Error Message STE-3-PKI_UNSUPPORTED_KEY_SIZE: Trustpoint [chars] key size is not supported. Supported sizes are: 512, 678, 1024, 1536, 2048-bit

Explanation This message indicates that the trust point key size is not supported.

Recommended Action Regenerate a key pair of supported size for the trust point. Enroll for a new certificate.

Error Message STE-3-PKI_UNSUPPORTED_KEY_TYPE: Trustpoint [chars] key type [chars] is unsupported.

Explanation This message indicates that the specified key type is unsupported. Supported key types are RSA key pairs and general purpose key pairs.

Recommended Action Regenerate a key pair of a supported type for the trust point. Enroll for a new certificate.

Error Message STE-3-SSL_IPC_BUFFER_ALLOC_FAILED: Module (SSL) failed to get a buffer to send a IPC message.

Explanation This message indicates that the system failed to allocate a buffer to send IPC messages.

Recommended Action If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

Error Message STE-3-SSL_IPC_SEND_FAILED: Module (SSL) failed to send a IPC message because of a lack of resources

Explanation This message indicates that the system failed to allocate a buffer to send IPC messages.

Recommended Action If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

Error Message STE-3-TCP_IPC_BUFFER_ALLOC_FAILED: Module (TCP) failed to get a buffer to send a IPC message.

Explanation This message indicates that the system failed to allocate a buffer to send IPC messages.

Recommended Action If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

Error Message STE-3-TCP_IPC_STATUS_FAILED: Module (TCP) got a response with status failed.

Explanation This message indicates that the module could not process the IPC message.

Recommended Action If you see this message when entering a command, reenter the command. If you do not see this message when entering a command, try rebooting the module to eliminate the problem.

Error Message STE-4-PKI_WEAK_KEY: Trustpoint [chars] key size is weak. Recommended sizes are: 1024, 1536 and 2048-bit

Explanation This message indicates that the key size is either 512 bits or 768 bits. We recommend stronger keys.

Recommended Action Regenerate a stronger key pair for the trust point and enroll for a new certificate.

Error Message STE-5-PKI_NO_ENTRY: No free key and certificate table entries. [dec] entries in use.

Explanation This message indicates that all entries in the proxy service key and certificate table are now in use. New proxy services cannot be supported.

Recommended Action Enter the **show ssl-proxy stats pki** command to display the counters. If long-lived connections still remain after rollover, some entries might still be used by old certificates. Clear the connections and restart the service.

Error Message STE-5-UPDOWN:ssl-proxy service [chars] changed state to [chars]

Explanation This message indicates that the SSL proxy service state changed.

Recommended Action No action is required.

Error Message STE-6-CRYPTO_SELFTEST_RUNNING: Cryptographic self-tests have started to run on the SSL Processor(s).

Explanation This message indicates that the cryptographic algorithm test cases are running in the background with a time interval of 1 to 8 seconds. These self-tests are run on each cryptographic device in turn. Data traffic performance might be impacted.

Recommended Action Enter the **show ssl-proxy status crypto** command to display test results. These tests are for troubleshooting purposes only. You do not need to continually run these tests in the background.

Error Message STE-6-CRYPTO_SELFTEST_STATS_CLEARED: Cryptographic self-tests statistics have been cleared.

Explanation This message indicates that statistics for the cryptographic self-tests have been cleared.

Recommended Action No action is required.

Error Message STE-6-CRYPTO_SELFTEST_STOPPED: Cryptographic self-tests have stopped to run on the SSL Processor(s).

Explanation This message indicates that the cryptographic algorithm tests are no longer running on the SSL processor.

Recommended Action No action is required.

Error Message STE-6-IPC_UNSUPPORTED_VERSION: Unsupported IPC Version number [dec]

Explanation This message indicates that the system received an IPC message with an invalid version number. Only IPC version 1.0 is supported.

Recommended Action No action is required. IPC retries sending the message. If you continue to see this message, contact your Cisco technical support representative.

Error Message STE-6-PKI_CA_CERT_DELETE: [chars], Subject Name: [chars], Serial#: [chars], Index: [dec]

Explanation This message indicates that a CA certificate was deleted because no proxy services use it.

Recommended Action No action is required. A record of this deletion can be archived for reference or auditing.

Error Message STE-6-PKI_CA_CERT_INSTALL: [chars], Subject Name: [chars], Serial#: [chars], Index: [dec]

Explanation This message indicates that a CA certificate was installed for use by proxy services.

Recommended Action No action is required. A record of this CA certificate can be archived for reference or auditing.

Error Message STE-6-PKI_CERT_HIST_CLEARED: [dec] certificate history records have been cleared from memory.

Explanation This message indicates that the specified number of certificate history records were cleared from the system memory.

Recommended Action No action is required.

Error Message STE-6-PKI_CERT_HIST_DISABLED: Certificate history of proxy services has been disabled.

Explanation This message indicates that the proxy service certificate history function was disabled. Certificate installation and deletion records will be cleared from memory. No new history records will be written into memory.

Recommended Action No action is required.

Error Message STE-6-PKI_CERT_HIST_ENABLED: Proxy Service Certificate History has been enabled.

Explanation This message indicates that the proxy service certificate history function was enabled. Certificate installation and deletion records will be written into memory.

Recommended Action Enter the **show ssl-proxy certificate-history** command to display certificate history records. Save the output of this command to a file for archiving.

Error Message STE-6-PKI_CERT_HIST_RECORD_THRESHOLD: [dec] certificate history records have been logged to memory\n. Maximum of [dec] can be logged before the oldest ones are overwritten.

Explanation This message indicates that there is maximum number of certificate history records that can be saved to memory. The maximum number will be reached soon. Older records will be overwritten.

Recommended Action Enter the **show ssl-proxy certificate-history** command to display certificate history records. To prevent the loss of older records, save the output of this command to a file for archiving.

Error Message STE-6_PKI_SERVER_CERT_DELETE: Proxy: [chars], Trustpoint [chars], Key [chars], Serial#: [chars], Index: [dec]

Explanation This message indicates that a certificate was deleted for a proxy service.

Recommended Action No action is required. A record of this deletion can be archived for reference or auditing.

Error Message STE-6-PKI_SERVER_CERT_INSTALL: Proxy: [chars], Trustpoint: [chars], Key: [chars], Serial#: [chars], Index: [dec]

Explanation This message indicates that a certificate was installed for a proxy service.

Recommended Action No action is required. A record of this certificate can be archived for reference or auditing.

Error Message STE-6-PKI_TEST_CERT_INSTALL: Test key and certificate was installed into NVRAM in a PKCS#12 file.

Explanation This message indicates that a PKCS12 file containing a key pair and a certificate chain that can be used for testing purposes was copied from memory into the NVRAM device.

Recommended Action No action is required.

Error Message STE-7-IPC_REQUEST_RESPONSE_MISMATCH: IPC module received a message where the request and response do not match.

Explanation This message indicates that IPC received a message that does not have a corresponding valid request.

Recommended Action If this situation is impacting the functionality of the module, contact your Cisco technical support representative.

