



## TN through ZONE

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## TN through TUN

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### TN

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**%TN-3-READLINE : Unknown return code [dec] from telnet\_readline()**

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**Explanation** An internal software error occurred.

**Recommended Action** If any message recurs, call your technical support representative for assistance.

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**%TN-3-BADSTATE : Illegal state [dec]**

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**Explanation** An internal software error occurred.

**Recommended Action** If any message recurs, call your technical support representative for assistance.

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**%TN-2-BADLOGIN : Bad login string pointer [hex]**

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**Explanation** An internal software error occurred.

**Recommended Action** If any message recurs, call your technical support representative for assistance.

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**%TN-2-BADCONN : Bad conn pointer [hex] closing all connections on terminal line [dec]**

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**Explanation** An internal software error occurred.

**Recommended Action** If any message recurs, call your technical support representative for assistance.

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**TN3270**

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**%TN3270-2-INP\_OVF1 : Input Buffer overflow**

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**Explanation** A problem in TN3270 protocol was detected. Eight KB (8192) bytes of data were received without a TN3270 end-of-packet indicator. The TN3270 buffer overflowed.

**Recommended Action** Copy this error message exactly as it appears, and contact your technical support representative for assistance.

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**TPLUS**

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**%TPLUS-3-FORKFAIL : Failed to fork process for [chars].**

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**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** If this message recurs, call your technical support representative for assistance.

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**%TPLUS-3-UNKNOWNATYPE : TPLUS: [hex] Unknown Request type [int].**

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**Explanation** Unknown request type in client request

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**%TPLUS-3-UNKNOWNTYPE : TPLUS: [hex] Unknown Request type [int].**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**TR**

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**%TR-2-PANICTYPE : Unit [dec], [chars] error**

<b>Explanation</b>	This message is similar to the %TR-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in normal operation.
<b>Recommended Action</b>	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 may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-2-PANIC : Unit [dec], panic %-08x %-08x %-08x**

<b>Explanation</b>	The Token Ring monitor firmware detected a fatal error that indicates an impending interface failure.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-2-PANICINF : Unit [dec], PI %-08x %-08x %-08x %-08x %-08x %-08x**

<b>Explanation</b>	This message is similar to the %TR-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in normal operation.
<b>Recommended Action</b>	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 may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-BADMUL : [chars]: Can't set address to a multicast ([enet])**

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**Explanation** An attempt was made to set the Token Ring interface MAC address to a reserved multicast address.

**Recommended Action** Check your configuration. Make sure that your XNS and/or Novell Token Ring addresses have not inadvertently been set to reserved multicast addresses.

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**%TR-3-BADSTART : Unit [dec], Start completion and wrong idb state - state= [dec]**

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**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-RESETFAIL : Unit [dec], reset failed, error code %-08x.**

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**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-6-STATE : [chars]: Ring Status: [chars]**

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**Explanation** This message is displayed when the Token Ring's status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic.

**Recommended Action** No action is required.

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**%TR-6-STATRING : TR[dec]: Ring Status: [chars] [chars]**

<b>Explanation</b>	This message is displayed when the Token Ring's status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic. The meaning of each status code is shown in the Token Ring Status Codes Table. Code Explanation Fatal 0x8000 Signal loss Yes 0x4000 Hard error Yes 0x2000 Soft error No 0x1000 Transmit beacon Yes 0x0800 Lobe wire fault Yes 0x0400 Auto removal error Yes 0x0100 Receive request removed Yes 0x0080 Counter overflow No 0x0040 Single station No 0x0020 Ring recovery No
<b>Recommended Action</b>	Check the Token Ring for the indicated condition.

**%TR-3-INTFAIL : Unit [dec] interface failure: [hex] [hex] [hex], idb state [dec]**

<b>Explanation</b>	The Token Ring Monitor firmware detected a fatal error due either to an internal software problem or to a hardware failure.
<b>Recommended Action</b>	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 may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TR-3-BADRNGNUM : Unit [dec], ring number ([dec]) doesn't match established number ([dec]).**

<b>Explanation</b>	The number you have configured for the local ring does not match the value currently in use on the ring.
<b>Recommended Action</b>	Check the configuration to make sure you used the correct ring number. If it is correct, confirm the configuration of all other bridges on the ring to make sure they are using the same ring number.

**%TR-3-WIREFAULT : Unit [dec], wire fault: check the lobe cable MAU connection.**

<b>Explanation</b>	The Token Ring hardware is reporting a wire fault condition.
<b>Recommended Action</b>	Check the cable connecting the router to the Token Ring media attachment unit (MAU).

**%TR-3-OPENFAIL : Unit [dec], open failed: [chars], [chars]**

<b>Explanation</b>	The Token Ring interface was unable to insert itself into the ring. This is an indication of a busy or broken ring. The first character string in this error message indicates the stage of initialization at which the error occurred, and the second describes the error.
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**%TR-3-OPENFAIL : Unit [dec], open failed: [chars], [chars]**

<b>Recommended Action</b>	Try to open the interface again. This generally can be accomplished by issuing the clear interface tokenring command. If the error message recurs, call your Cisco technical support representative for assistance.
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**%TR-3-OPENFAIL2 : Unit [dec], open failed: check the lobe cable DB-9 connection.**

<b>Explanation</b>	The Token Ring interface was unable to insert itself into the ring, and the error code returned indicates a wiring problem.
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<b>Recommended Action</b>	Check the cable connecting the router to the Token Ring MAU, and try to open the interface again. This generally can be accomplished by issuing the clear interface tokenring command. LOG_STD_RECUR_ACTION
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**%TR-3-SETGRPFAIL : Unit [dec], set group address failed (code [hex]).**

<b>Explanation</b>	An internal software error occurred.
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<b>Recommended Action</b>	If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%TR-3-SETFUNFAIL : Unit [dec], set functional address failed (code [hex]).**

<b>Explanation</b>	An internal software error occurred.
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<b>Recommended Action</b>	If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%TR-3-SETBRIDGEFAIL : Unit [dec], set bridge failed (code [hex]).**

<b>Explanation</b>	A hardware error occurred. The source routing accelerator (SRA) chip on the Token Ring card could not be initialized.
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**%TR-3-SETBRIDGEFAIL : Unit [dec], set bridge failed (code [hex]).**

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-BADUNIT : Bad unit number [dec]**

**Explanation** This error message pertains only to the IGS. When displayed, it indicates that the system cannot find the chipset registers where it expects them to be. This is most likely a hardware error.

**Recommended Action** If this message recurs, call your technical support representative for assistance. It will be necessary to determine the hardware unit configuration.

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**%TR-3-BADBUFFSIZE : Unit [dec], bad buffersize = [dec]**

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-BADFUNC : Unit [dec], bad functional address=[hex], ring mode=[hex]**

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-BADBRDGPARMS : Unit [dec], bad bridge parameters: bridge\_num=[dec], max\_rd=[dec]thisring=[dec], targetring=[dec]**

**Explanation** An internal software error occurred.

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**%TR-3-BADBRDGPparms : Unit [dec], bad bridge parameters: bridge\_num=[dec], max\_rd=[dec]thisring=[dec], targetring=[dec]**

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-INITFAIL : Unit [dec], init failed. result code=[hex], error code=[hex]**

**Explanation** The Token Ring hardware failed to initialize properly.

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-MODEFAIL : Unit [dec], change mode failed. result code=[hex], error code=[hex]**

**Explanation** An internal hardware or software error 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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-NOFIRM : Unit [dec], no TMS380 firmware present. eagle=[hex], magic=[hex]**

**Explanation** An internal hardware or software error 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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TR-3-BADFIRMTYPE : Unit [dec], bad firmware type code during [chars]. type=[hex], fw=[hex]**

<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	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 may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TR-3-BADFIRM : Unit [dec], Tokenring firmware download failed got [hex], expected [hex], at address [hex].[hex]**

<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	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 may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TR-2-NOMEMORY : Unit [dec], no memory for [chars]**

<b>Explanation</b>	The requested operation could not be accomplished because of a low memory condition.
<b>Recommended Action</b>	Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**%TR-3-DIAGFAIL : Interface [chars] failed init diags ([hex]), [chars]**

<b>Explanation</b>	The microcode attempted to run its diagnostics on the chip and failed.
<b>Recommended Action</b>	Issue a clear interface command. LOG_STD_RECUR_ACTION

**%TR-3-ADPCHK : Interface [chars], adapter check error (non-fatal)([hex] [hex] [hex] [hex])**

<b>Explanation</b>	The Token Ring monitor firmware detected a non-fatal error on the interface card.
<b>Recommended Action</b>	Issue a clear interface command. If this message recurs, call your technical support representative for assistance.

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**%TR-3-ADPCHKFATAL : Interface [chars], adapter check error (fatal) ([hex] [hex] [hex] [hex])**

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<b>Explanation</b>	The Token Ring monitor firmware detected a fatal error on the interface card.
<b>Recommended Action</b>	Issue a clear interface command. If this message recurs, call your technical support representative for assistance. You may need to replace the interface card

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**TRACK**

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**%TRACK-3-ERROR : Internal error, [chars]**

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<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TRACK-4-WARN : Internal warning, [chars]**

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<b>Explanation</b>	An internal software warning occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TRACK-6-STATE : [chars]**

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<b>Explanation</b>	The Tracked object has changed state.
<b>Recommended Action</b>	No action is required.

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**%TRACK-6-INFO : Internal info, [chars]**

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<b>Explanation</b>	An internal software information message occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**TRCCFG****%TRCCFG-3-INVALID\_BOOT\_TRACE\_CFG : Boottime trace configuration string [chars] invalid**

<b>Explanation</b>	The value is not accepted by flash library due to an error. The result is that the boottime trace configuration settings are not successfully saved for use across re-boots.
<b>Recommended Action</b>	Check that the boot trace configuration is valid. If valid, try saving configuration again.

**%TRCCFG-3-ROMMON\_OUT\_OF\_SPACE\_TRACE\_CFG : No space in rommon for boot trace configuration**

<b>Explanation</b>	Rommon is full and does not have room to save boot trace configuration.
<b>Recommended Action</b>	Remove any unnecessary rommon variables to free up space and retry.

**TSP****%TSP-3-NOEVENT : no free event structure available from [chars] for DSP message**

<b>Explanation</b>	There were no event structures remaining in the system pools to alert the router of a voice or signaling event.
<b>Recommended Action</b>	Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

**%TSP-3-CAPABILITYMISMATCH : voice port [chars]: call connection id [[hex] [hex] [hex] [hex]]**

<b>Explanation</b>	There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.
<b>Recommended Action</b>	Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

**%TSP-3-DSPALARM : voice port [chars]: status=[hex] message=[hex]**

<b>Explanation</b>	The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.
<b>Recommended Action</b>	Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

**%TSP-5-PRI : [chars] at slot [dec], unit [dec], channel [dec]**

<b>Explanation</b>	A PRI signalling channel is added/deleted to TSP's inventory of signalling channels.
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**%TSP-5-PRI : [chars] at slot [dec], unit [dec], channel [dec]**

**Recommended Action** This is a notification message only. No action is required.

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**%TSP-3-FSM\_ERROR : [chars]**

**Explanation** Internal Finite State Machine Error.

**Recommended Action** Contact your technical support representative, include the full text of the error message.

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**TTY**

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**%TTY-3-AUTOCONFIG : TTY%t: Modem auto-configuration failed**

**Explanation** Modem auto-configuration failed either because the modem rejected the configuration string or because of a timeout. An attempt should be made to apply the configuration string manually.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TTY-3-NOPROCESS : Cannot create [chars] process**

**Explanation** Failed creating the process.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**TTYMON****%TTYMON-3-INIT : The software which monitors ownership of the console port cannot be initialized correctly**

<b>Explanation</b>	The Host Manager process on the Route Processor, and only the Route Processor, is responsible for determining which process has control of the console port, either IOSd or an IOSXE process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. The component within the Host Manager responsible for this has encountered an initialization error and console monitoring is no longer available.
<b>Recommended Action</b>	Check the status of the Host Manager process. Check the Host Manager log files for further indications as to why the initialization failed and if necessary restart the machine.

**%TTYMON-3-CHASFS : The software which monitors ownership of the console port cannot [chars] a filesystem configuration value.**

<b>Explanation</b>	The Host Manager process on the Route Processor, and only the Route Processor, is responsible for determining which process has control of the console port, either IOSd or an IOSXE process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. The component within the Host Manager responsible for monitoring a change of console ownership uses the filesystem to store various settings. This error indicates that the daemon encountered a problem either reading or writing a value from/to the filesystem.
<b>Recommended Action</b>	Check the log files for the Host Manager and search for entries related to 'ttymon' and 'chasfs' and this should give an indication as to why the operation failed. Check available resources and see if other daemons are also experiencing problems with the chassis filesystem since this may indicate a more pervasive problem. If so the reboot the box.

**%TTYMON-3-AGETTY : Cannot initiate a switch in console ownership. A required program could not be launched successfully.**

<b>Explanation</b>	The Host Manager process on the Route Processor, and only the Route Processor, is responsible for determining which process has control of the console port, either IOSd or an IOSXE process. A user can initiate a switch in ownership by entering the 'send break' command at a telnet prompt to switch from IOSd to a shell instance. Control is returned to IOSd by exiting the shell instance. Switching ownership of the console port is initiated by the user entering a 'send break' command at a telnet prompt. The Host Manager launches one or more programs to authenticate users and to provide a shell instance. One or more of these programs has not been configured correctly.
<b>Recommended Action</b>	Some required programs are either not available or not configured correctly or are failing for some reason. If this occurs after a recent upgrade it is possible that the upgrade has corrupted the current installation.

## TUN

**%TUN-3-API\_ARGS : unexpected arguments: [chars], [chars]**

<b>Explanation</b>	A public tunnel component api was driven with arguments outside the expected boundaries.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-TUN\_DB\_IF : Operation on tunnel interface table failed for [chars] - [chars]**

<b>Explanation</b>	Manipulation of the tunnel interface table failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-RECURDOWN : [chars] temporarily disabled due to recursive routing**

<b>Explanation</b>	When routing the same payload protocol over a carrier protocol (tunneling IP over IP, for example), it is possible to misconfigure your network so that you will try to route to the tunnel destination address via the tunnel. This is usually caused by a misconfiguration of the tunnel or a temporary instability due to route flapping elsewhere in your network. It is important to take steps to ensure that routing information between the carrier networks and the payload networks is not allowed to mix. If the router discovers a recursive routing problem, it will temporarily shut down the tunnel interface for a few minutes so that the situation that is causing this problem can resolve itself as routing protocols converge. If the problem is caused by misconfiguration, the link may oscillate indefinitely.
<b>Recommended Action</b>	No action is required.

**%TUN-5-RECURDOWN\_SRC : [chars] linestate down, recursive source interface, next output [chars]**

<b>Explanation</b>	Whilst evaluating tunnel linestate we revisited a source interface.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-3-ENDPOINT\_STORE : Operation [chars] failed for [chars]**

<b>Explanation</b>	Manipulation of the tunnel endpoint store failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-3-MULTI\_KEYS\_INFO : [chars] [chars]**

<b>Explanation</b>	Manipulation of the tunnel keys database failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-3-MULTI\_KEYS\_INFO\_ERROR : [chars] [dec]**

<b>Explanation</b>	Manipulation of the tunnel keys database failed because of incorrect idb_index.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-4-UDLR\_IDB\_ERROR : UDLR [chars] - [chars]**

<b>Explanation</b>	An error was encountered on a udlr interface
<b>Recommended Action</b>	No action is required.

**%TUN-3-ENDPOINT\_ERROR : [chars] [chars]**

<b>Explanation</b>	An internal software error occurred when manipulating the tunnel endpoint database
<b>Recommended Action</b>	No action is required.

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**%TUN-5-IGNOREICMPMTU : [chars] ignoring received ICMP Type 3 Code 4, due to pmtud min-mtu setting**


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<b>Explanation</b>	An ICMP Type 3 Code 4 (fragmentation needed and DF set) packet has been received. This packet has specified a Next-Hop MTU smaller than the tunnel current minimum path mtu discovery mtu value. The ICMP packet has been ignored and the MTU of the tunnel has not been changed.
<b>Recommended Action</b>	If you want the ICMP packet to be accepted and to be used to decrease the tunnel MTU then use the <b>tunnel path-mtu-discovery min-mtu</b> command to decrease the minimum mtu allowed. The min-mtu specified is the minimum tunnel payload mtu allowed. Use the <b>show interface tunnel</b> command to view the current path mtu discovery settings.

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**%TUN-5-IGNOREICMP6MTU : [chars] ignoring received ICMP6 Type 2 Code 0 , due to pmtud min-mtu setting**


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<b>Explanation</b>	An ICMP6 Type 2 Code 0 (ICMP6 Packet Too Big message) packet has been received. This packet has specified a Next-Hop MTU smaller than the tunnel current minimum path mtu discovery mtu value. The ICMP6 packet has been ignored and the MTU of the tunnel has not been changed.
<b>Recommended Action</b>	If you want the ICMP6 packet to be accepted and to be used to decrease the tunnel MTU then use the <b>tunnel path-mtu-discovery min-mtu</b> command to decrease the minimum mtu allowed. The min-mtu specified is the minimum tunnel payload mtu allowed. Use the <b>show interface tunnel</b> command to view the current path mtu discovery settings.

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**%TUN-3-MTUCONFIGEXCEEDSL2MTU\_IPV4 : [chars] IPv4 MTU configured [int] exceeds tunnel maximum MTU [int]**


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<b>Explanation</b>	An IPv4 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv4 since IPv4 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.
<b>Recommended Action</b>	If a specific IPv4 MTU value is not required, it is recommended that you leave the value at the default by typing <b>no ip mtu</b> on the tunnel interface. If a specific value is required, it is recommended that you check the interface MTU value from the <b>show interface tunnel</b> command and adjust <b>ip mtu</b> on the tunnel interface to be lower than or equal to this.

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**%TUN-3-MTUCONFIGEXCEEDSL2MTU\_IPV6 : [chars] IPv6 MTU configured [int] exceeds tunnel maximum MTU [int]**

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**Explanation** An IPv6 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv6 since IPv6 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.

**Recommended Action** If a specific IPv6 MTU value is not required, it is recommended that you leave the value at the default by typing **no ipv6 mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the interface MTU value from the **show interface tunnel** command and adjust **ipv6 mtu** on the tunnel interface to be lower than or equal to this.

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**%TUN-4-MTUCONFIGLESSTHAN\_MINIPV4MTU : [chars] IPv4 MTU [int] is lesser than the minimum IP MTU [int], fragmentation may occur**

---

**Explanation** The IPv4 MTU value calculated on the tunnel interface is less than the minimum IP MTU. The MTU of the underlying exit interface of the tunnel is too small. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

**Recommended Action** If a specific MTU value is not required for the exit interface, it is recommended that you leave the value at the default by typing **no mtu** on the exit interface. If a specific value is required, it is recommended that you check the MTU value from the **show interface** command for the exit interface and adjust **mtu** on the tunnel exit to be higher than this.

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**%TUN-4-MTUCONFIGEXCEEDSTRMTU\_IPV4 : [chars] IPv4 MTU configured [int] exceeds tunnel transport MTU [int]**

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**Explanation** An IPv4 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

**Recommended Action** If a specific IPv4 MTU value is not required, it is recommended that you leave the value at the default by typing **no ip mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the tunnel transport MTU value from the **show interface tunnel** command and adjust **ip mtu** on the tunnel interface to be lower than or equal to this.

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**%TUN-4-MTUCONFIGEXCEEDSTRMTU\_IPV6 : [chars] IPv6 MTU configured [int] exceeds tunnel transport MTU [int]**


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<b>Explanation</b>	An IPv6 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.
<b>Recommended Action</b>	If a specific IPv6 MTU value is not required, it is recommended that you leave the value at the default by typing <code>no ipv6 mtu</code> on the tunnel interface. If a specific value is required, it is recommended that you check the tunnel transport MTU value from the <code>show interface tunnel</code> command and adjust <code>ipv6 mtu</code> on the tunnel interface to be lower than or equal to this.

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**%TUN-4-MTUDEFAULTEXCEEDSL2MTU\_IPV4 : [chars] transport MTU [int] exceeds [chars] configured IPv4 MTU [int], fragmentation may occur**


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<b>Explanation</b>	A default MTU value has been configured on the tunnel and this value exceeds the underlying physical interface MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.
<b>Recommended Action</b>	If possible, increase the size of the IPv4 MTU on the underlying physical interface using <code>ip mtu</code> .

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**%TUN-5-TUN\_TABLE : Operation [chars] on tunnel table failed for [chars] - [chars]**


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<b>Explanation</b>	Manipulation of the tunnel table failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-DECAP\_OCE : [chars] [chars]**


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<b>Explanation</b>	An internal software error occurred in the tunnel subsystem which is responsible for building forwarding for the purposes of decapsulation
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-DECAP\_TINFO : [chars] [chars]**


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<b>Explanation</b>	An internal software error occurred in the tunnel subsystem which is responsible for driving forwarding based on the tinfo configuration
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**%TUN-3-DECAP\_TINFO : [chars] [chars]**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%TUN-3-ILLEGAL\_ARGS : Illegal arguments - [chars]**

<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-TUN\_HWIDB\_RECYCLE : Failed to recycle hwidb for Tunnel [dec] index [dec]**

<b>Explanation</b>	Recycling of tunnel interface failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-TUN\_SWIDB\_RECYCLE : Failed to recycle swidb for Tunnel [dec] index [dec]**

<b>Explanation</b>	Recycling of tunnel interface failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-TUN\_HWIDB\_DELETE : Failed to delete hwidb for Tunnel [dec] index [dec]**

<b>Explanation</b>	Deletion of tunnel interface failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-5-TUN\_SWIDB\_DELETE : Failed to delete swidb for Tunnel [dec] index [dec]**

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<b>Explanation</b>	Deletion of tunnel interface failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-5-TUN\_INTF\_STATE\_RESET : Failed to reset tunnel interface state for [chars]**

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<b>Explanation</b>	Reset of tunnel interface failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-5-TUN\_UNIT\_LIST\_INSERT : Failed to add entry unit [dec] to tunnel unit list**

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<b>Explanation</b>	Insertion of tunnel unit failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-5-TUN\_HWIDB\_LIST\_INSERT : Failed to add [chars] to tunnel hwidb list**

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<b>Explanation</b>	Insertion of tunnel to hwidb list failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-5-TUN\_UNIT\_LIST\_DELETE : Failed to delete entry unit [dec] to tunnel unit list**

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<b>Explanation</b>	Deletion from tunnel unit failed.
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**%TUN-5-TUN\_UNIT\_LIST\_DELETE : Failed to delete entry unit [dec] to tunnel unit list**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%TUN-5-TUN\_HWIDB\_LIST\_DELETE : Failed to delete [chars] from tunnel hwidb list**

<b>Explanation</b>	Deletion of tunnel from hwidb list failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-TUN\_LIST\_CREATE : Failed to create tunnel list [chars]**

<b>Explanation</b>	Creation of tunnel list failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-HW\_IF\_INDEX\_ILLEGAL : Attempt to create tunnel interface for [chars] with illegal index: [dec]**

<b>Explanation</b>	Creation of tunnel interface failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-INIT\_ERROR : A critical error [chars] occurred during initialization**

<b>Explanation</b>	Creation of tunnel subsystem failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-TUN\_SIDB2TUNS : [chars]: [chars]**

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<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-TUN\_SB : TUN\_SB: [chars][chars][chars]**

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<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-TUN\_DBG : TUN\_DBG: [chars] [chars]**

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<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-TUN\_HA : Tunnel HA: [chars]**

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<b>Explanation</b>	Tunnel HA encountered an internal software error
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-GROUPS : Tunnel Groups: [chars]: [chars]**

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<b>Explanation</b>	The tunnel group component encountered an internal software error
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**%TUN-3-GROUPS : Tunnel Groups: [chars]: [chars]**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%TUN-3-WCCP\_GROUP : Tunnel WCCP Groups: [chars]: [chars]**

<b>Explanation</b>	The tunnel group component encountered an internal software error
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-3-OTV\_GROUP : Tunnel OTV Groups: [chars]: [chars]**

<b>Explanation</b>	The tunnel group component encountered an internal software error
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-3-L3VPN\_GROUP : Tunnel L3VPN Groups: [chars]: [chars]**

<b>Explanation</b>	The tunnel group component encountered an internal software error
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-3-L3VPN\_ENCAP\_IP\_PROFILE : L3VPN Encap IP : [chars]: [chars]**

<b>Explanation</b>	The L3VPN Encap IP component encountered an internal software error
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-4-L3VPN\_ENCAP\_IP\_SRC\_DEL : L3VPN Encap IP : [chars]: [chars]**

---

**Explanation** The user configuration change results in a warning. This message is typically printed when the user tries to delete a loopback interface, and the loopback interface is configured as the source interface of the L3VPN encap IP profile

**Recommended Action** It is recommended that the user removes the loopback interface as the source interface of the L3vpn encap ip profile, before deleting the loopback interface.

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**%TUN-3-SIA\_GROUP : Tunnel SIA Groups: [chars]: [chars]**

---

**Explanation** The tunnel group component encountered an internal software error

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-6RD : [chars]: [chars]**

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**Explanation** The tunnel 6RD feature encountered an internal software error

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-5-6RD\_INFO : [chars]: [chars]**

---

**Explanation** 6RD configuration has been removed as it is not compatible with the new sub-mode

**Recommended Action** No action is required.

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**%TUN-3-CM1 : [chars]**

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**Explanation** The tunnel classification module encountered an internal software error

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TUN-3-CM2 : [chars] [dec]**

<b>Explanation</b>	The tunnel classification module encountered an internal software error
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-3-TUNTO : Operation: [chars], Action: [chars], Reason: [chars]**

<b>Explanation</b>	The tunnel-to module encountered an internal software error
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TUN-5-L3VPN\_IP\_PROFILE\_DELETE : l3vpn encap ip profile [chars] deleted**

<b>Explanation</b>	l3vpn encap ip profile is deleted
<b>Recommended Action</b>	No action is required.

## TVI\_PROXY through UNICAST\_FLOOD

- TVI\_PROXY
- UBD
- UCODE
- UDEV
- UFAST\_MCAST\_SW
- UI
- UICFGEXP
- UIPEER
- UMBRELLA
- UNICAST\_FLOOD

**TVI\_PROXY****%TVI\_PROXY-2-TVI\_MSG\_PROXYINIT\_FAILURE : ET-Analytics - Failed to register IPC message handler, result code [int]**

<b>Explanation</b>	QFP ET-Analytics feature failed to register an IPC message handler for communication with control plane. This will cause the feature not to function.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TVI\_PROXY-3-TVI\_MSG\_PROXY\_UNKNOWN\_IPCMMSG : ET-Analytics - Received an unknown type (code [int]), IPC message**

<b>Explanation</b>	QFP ET-Analytics feature received an unknown message from another layer of ET-Analytics feature's software stack.
<b>Recommended Action</b>	If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TVI\_PROXY-3-TVI\_MSG\_PROXY\_INVALID\_MSGLEN : ET-Analytics - Received an invalid length IPC message**

<b>Explanation</b>	QFP ET-Analytics feature received an incorrect length of IPC message from another layer of ET-Analytics feature's software stack, m_enum %d, m_subtype %d, m_len %d, m_flags 0x%x, m_source %d.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%TVI\_PROXY-3-TVI\_MSG\_PROXY\_ALLOC\_FAILURE : ET-Analytics - Failed to get [int] bytes space for IPC reply message**

<b>Explanation</b>	QFP ET-Analytics feature detected buffer allocation failure while sending reply to a message from another layer of ET-Analytics feature's software stack.
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**%TVI\_PROXY-3-TVI\_MSG\_PROXY\_ALLOC\_FAILURE : ET-Analytics - Failed to get [int] bytes space for IPC reply message**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TVI\_PROXY-3-TVI\_MSG\_PROXY\_OPENREPLY\_FAIL : ET-Analytics - Failed to open reply message part of IPC packet**

**Explanation** QFP ET-Analytics feature failed to open message part of IPC packet while sending a reply to another layer of ET-Analytics feature's software stack.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TVI\_PROXY-3-TVI\_MSG\_PROXY\_IPCSEND\_FAIL : ET-Analytics - Failed to send IPC message, result code [dec]**

**Explanation** QFP ET-Analytics feature failed to send IPC message to another layer of ET-Analytics feature's software stack.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TVI\_PROXY-3-TVI\_MSG\_PROXY\_DEBUG\_REG\_FAILED :**

**Explanation** ET-Analytics Conditional Debugging Registration failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%TVI\_PROXY-4-PROXY\_IPC\_INVALID\_MSG\_LEN : [dec]:[dec] len [dec] flags [hex] source [dec]**

**Explanation** Invalid ET-Analytics IPC message length.

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**%TVI\_PROXY-4-PROXY\_IPC\_INVALID\_MSG\_LEN : [dec]:[dec] len [dec] flags [hex] source [dec]**

**Recommended** LOG\_STD\_ACTION  
**Action**

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**%TVI\_PROXY-3-PROXY\_HSL\_CREATE\_FAILED :**

**Explanation** HSL creation failed.  
**Recommended** LOG\_STD\_ACTION  
**Action**

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**%TVI\_PROXY-3-PROXY\_HSL\_ADD\_DEST\_FAILED :**

**Explanation** HSL add destination failed.  
**Recommended** LOG\_STD\_ACTION  
**Action**

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**%TVI\_PROXY-4-PROXY\_HSL\_ALREADY\_INIT :**

**Explanation** HSL logger already initialized  
**Recommended** LOG\_STD\_ACTION  
**Action**

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**%TVI\_PROXY-3-PROXY\_HSL\_MODIFY\_DEST\_FAILED :**

**Explanation** HSL modify destination failed.  
**Recommended** LOG\_STD\_ACTION  
**Action**

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**%TVI\_PROXY-3-PROXY\_HSL\_BIND\_FAILED :**

**Explanation** HSL bind failed.  
**Recommended** LOG\_STD\_ACTION  
**Action**

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**%TVI\_PROXY-3-PROXY\_HSL\_ENABLE\_FAILED :**

**Explanation** HSL enable failed.  
**Recommended** LOG\_STD\_ACTION  
**Action**

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**%TVI\_PROXY-4-PROXY\_HSL\_NOT\_INIT : [int]**

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**Explanation** HSL logger not initialized**Recommended Action** LOG\_STD\_ACTION

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**%TVI\_PROXY-3-PROXY\_HSL\_MODIFY\_FAILED :**

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**Explanation** HSL modification failed.**Recommended Action** LOG\_STD\_ACTION

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**%TVI\_PROXY-3-PROXY\_HSL\_BIND\_TEMPLATE\_FAILED : [dec]**

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**Explanation** HSL bind tempalte failed at given index.**Recommended Action** LOG\_STD\_ACTION

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**UBD**

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**%UBD-2-INITIALIZATION\_FAILED :**

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**Explanation** Initialization of ursa bootstrap process failed.**Recommended Action** Review UBOOTD logs taking note of the timestamp information to select specific information to review. Copy the message and other related information exactly as it appears on the console or in the system log.

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**%UBD-0-MQIPC\_INITIALIZATION : MQIPC initialization failed because [chars]**

---

**Explanation** MQIPC initialization failed. This could be due to a software defect or system resource exhaustion.**Recommended Action** In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot | subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

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**%UBD-0-MQIPC\_ADVANCE : Failed to advance MQIPC queue because [chars]**

---

**Explanation** The MQIPC initialization failed.

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**%UBD-0-MQIPC\_ADVANCE : Failed to advance MQIPC queue because [chars]**

<b>Recommended Action</b>	In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot   subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.
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**%UBD-0-EVENT\_LIBRARY : An event facility initialization or maintenance function failed because [chars]**

<b>Explanation</b>	An event facility initialization or maintenance function failed. This could be due to a software defect or system resource exhaustion.
<b>Recommended Action</b>	In most cases, the problem can be corrected by reloading the impacted hardware using the hw-module [slot   subslot] slot-number reload command. If the reload fails to correct the problem, collect the output of the error message, the logs, and the output of show tech-support and provide the gathered information to a Cisco technical support representative.

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**UCODE**

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

<b>Explanation</b>	The microcode file is corrupted in some way; the checksum computed after reading the file from Flash does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.
<b>Recommended Action</b>	Reload the microcode. If the message recurs, call your technical support representative for assistance.

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

<b>Explanation</b>	The microcode file is corrupted in some way; the checksum computed after reading the file from Flash does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.
<b>Recommended Action</b>	Reload the microcode. If the message recurs, call your technical support representative for assistance.

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

<b>Explanation</b>	For some reason, the microcode file specified by the configuration is not suitable for downloading, or another error occurred. The onboard ROM microcode will be loaded so the interface can remain operational.
<b>Recommended Action</b>	Attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

---

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

<b>Explanation</b>	The file specified by the configuration was not found in Flash. The onboard ROM microcode will be loaded so the interface can remain operational.
<b>Recommended Action</b>	Use show flash to determine if the file is located in Flash. If the file is there, attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

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

<b>Explanation</b>	A mismatch was detected during an attempt to load a microcode file into an interface processor. The hardware requires a different version than the one specified.
<b>Recommended Action</b>	Use the required microcode version.

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

<b>Explanation</b>	For some reason, the microcode file was not read from Flash. Flash might be locked by another process or otherwise unavailable.
<b>Recommended Action</b>	Use the show flash command to determine whether Flash is in use and issue another microcode reload when Flash is free. If the message recurs, call your technical support representative for assistance.

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

<b>Explanation</b>	The file is too large for the buffer. The onboard ROM microcode will be loaded.
<b>Recommended Action</b>	If the error message recurs after the onboard ROM microcode is loaded, call your technical support representative for assistance.

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

<b>Explanation</b>	The specified microcode file is for a different interface processor than specified in the configuration. The user has made a configuration error. The onboard ROM microcode will be loaded.
<b>Recommended Action</b>	Reenter your microcode configuration command after confirming the interface type and reload the microcode.

---

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

---

**Explanation** This message occurs when an FDDI interface processor is found running microcode that does not support microcode CMT, which is required for all software releases from 10.2 on.

**Recommended Action** Upgrade the microcode on the interface processor.

---



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**%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 message exactly as it appears, and report it your technical support representative.

---



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

---

**Explanation** A buffer is required to decompress microcode before loading it into an interface processor. This buffer could not be allocated for some reason.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

---



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**%UCODE-3-NOMEMORY : Unable to allocate memory during microcode reload**

---

**Explanation** An attempt at memory allocation failed while downloading microcode to Interface processor.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

---



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

---

**Explanation** Some interface processors cannot load microcode from ROM.

**Recommended Action** Remove the erroneous configuration statement.

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

---

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to initialize.

**Recommended Action** Certain Interface Processors will not load properly. The router must be reloaded to clear the problem.

---



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

<b>Explanation</b>	The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to obtain a buffer.
<b>Recommended Action</b>	Certain interface processors will not load properly. Try the reload command again. If this message recurs, call your technical support representative for assistance.

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

<b>Explanation</b>	The InterProcess Communication (IPC) service used to download microcode to certain interface processors has received an invalid message.
<b>Recommended Action</b>	Verify that the proper revisions of code are selected.

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

<b>Explanation</b>	Microcode source type as specified is not supported on the given platform
<b>Recommended Action</b>	Verify that the proper revisions of code are selected.

**UDEV****%UDEV-3-UDEVPERMS : An invalid permissions value, [chars], was found in a udev file**

<b>Explanation</b>	The udev files for a particular filesystem contain a description the file system. If the permissions attribute is not recognized then this file system may run with incorrect permissions.
<b>Recommended Action</b>	No action is required.

**UFAST\_MCAST\_SW****%UFAST\_MCAST\_SW-4-MEM\_NOT\_AVAILABLE : No memory is available for transmitting UplinkFast packets on Vlan [dec].**

<b>Explanation</b>	UplinkFast packets will not be transmitted on Vlan %d due to a lack of memory.
<b>Recommended Action</b>	Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

---

**%UFAST\_MCAST\_SW-3-PROC\_START\_ERROR : No process available for transmitting UplinkFast packets.**

---

<b>Explanation</b>	UplinkFast packets will not be transmitted as the process could not be created.
<b>Recommended Action</b>	UplinkFast will not work unless you reload. If this problem persists even after reload, please contact your Cisco Technical Support representative with the configuration and technical support information.

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**UI**

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**%UI-6-NOHANDLER : module type [int] subtype [int]**

---

<b>Explanation</b>	A UI message was received containing an unrecognized module type or module subtype
<b>Recommended Action</b>	LOG_STD_ACTION

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**%UI-3-REPLY : module type [int] subtype [int]**

---

<b>Explanation</b>	A UI reply message failed in the IPC send. Sender will not get reply
<b>Recommended Action</b>	LOG_STD_ACTION

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**%UI-3-IPC\_ALLOC : module type [int] subtype [int]**

---

<b>Explanation</b>	IPC packet allocation failed for UI reply. Sender will not get reply
<b>Recommended Action</b>	LOG_STD_ACTION

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**UICFGEXP**

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**%UICFGEXP-3-MESSAGE\_ERROR : Unable to process message for '[chars]': [chars]**

---

<b>Explanation</b>	A message was received by the configuration export module which could not be processed. The message has been discarded.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%UICFGEXP-3-WRITE\_FAILED : Unable to write configuration for '[chars]': [chars]**

<b>Explanation</b>	The configuration export module failed to write the server configuration files. The server configuration change has not occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%UICFGEXP-6-SERVER\_NOTIFIED\_START : Server [chars] has been notified to start**

<b>Explanation</b>	The server has been notified to start.
<b>Recommended Action</b>	No action is required.

**%UICFGEXP-6-SERVER\_NOTIFIED\_STOP : Server [chars] has been notified to stop**

<b>Explanation</b>	The server has been notified to stop.
<b>Recommended Action</b>	No action is required.

**%UICFGEXP-3-LIBRARY\_ERROR : Error loading library '[chars]': [chars]**

<b>Explanation</b>	A configuration message was received which required a library to be loaded. The library failed to load.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%UICFGEXP-3-SYMBOL\_ERROR : Error loading library symbol '[chars]' from '[chars]': [chars]**

<b>Explanation</b>	A configuration message was received which required a library to be loaded. The library failed to load all required symbols.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**UIPEER****%UIPEER-3-INVALID\_EPOCH\_MESSAGE : The peer process was unable to process an incoming epoch update message from the shell-manager**

**Explanation** For each new type definition language (TDL) epoch, the Shell Manager broadcasts a change notification message to its peers. If the Shell Manager's message is incorrect or corrupt, the peers are unable to identify the new epoch. In this case, the peers reject the proposed epoch.

**Recommended Action** Check the trace files for the Shell Manager failed process. Check or undo any recently installed packages, then restart the system.

**%UIPEER-3-INVALID\_DEBUG\_MESSAGE : The peer process was unable to process an incoming message for 'debug all' from the shell-manager**

**Explanation** When the 'debug all' command is issued, the Shell Manager broadcasts a notification of the command request to its peers. If the notification message has been corrupted or incorrectly created, the peers cannot complete the requested operation.

**Recommended Action** Check the trace files for the Shell Manager failed process. Restart the system.

**%UIPEER-3-INVALID\_HOSTINFO\_MESSAGE : The peer process was unable to process an incoming message for host info from the shell-manager**

**Explanation** When host information, such as the hostname, changes, the Shell Manager broadcasts a notification of the change to its peers. If the notification message has been corrupted or incorrectly created, the peers cannot complete the requested operation.

**Recommended Action** Check the trace files for the Shell Manager failed process. Restart the system.

**%UIPEER-2-TDL\_MESSAGE : Cannot construct an IPC message for library. The message name is [chars] and the reason is: [chars]**

**Explanation** A problem occurred while constructing a type definition language (TDL) message or setting a field in a TDL message. If the problem occurred during construction of a TDL message, then the system is out of memory. If the problem occurred while setting a field in the TDL message, there is a library mismatch issue.

**Recommended Action** Check [uipeer] ERR entries in the log files for message reporting problems.

**%UIPEER-3-NO\_PEER : A process was unable to retrieve a shell-manager peer handle.**

<b>Explanation</b>	A process was attempting to communicate with the Shell Manager daemon using the integrated [uipeer] component. The error occurred because the peer instance could not be found.
<b>Recommended Action</b>	Check [uipeer] ERR entries in the log files for message reporting problems.

**%UIPEER-5-TIMER\_ACCURACY\_TEST : Timer Accuracy Test [chars].**

<b>Explanation</b>	Test result of Timer Accuracy Test
<b>Recommended Action</b>	No action is required. This is informational message

**UMBRELLA****%UMBRELLA-6-UMBRELLA\_DIRECT\_CLOUD\_ACCESS : Direct cloud access is enabled**

<b>Explanation</b>	Umbrella Direct cloud access Enabled
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-DNSCRYPT\_CERT\_MAGIC\_MISMATCH : Invalid certificate received: Certificate magic mismatch**

<b>Explanation</b>	Umbrella DNSCrypt certificate magic mismatch
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-DNSCRYPT\_UMBRELLA\_OUT\_FAILURE : DNSCrypt Channel connect failed: Interface with umbrella out config not found**

<b>Explanation</b>	Umbrella out is required on an interface for DNSCrypt channel connect
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-DNSCRYPT\_CERT\_MAJOR\_VER\_MISMATCH : Invalid certificate received: Certificate major version mismatch**

<b>Explanation</b>	Umbrella DNSCrypt certificate major version mismatch
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**%UMBRELLA-3-DNSCRYPT\_CERT\_MAJOR\_VER\_MISMATCH : Invalid certificate received: Certificate major version mismatch**

**Recommended Action**      This message is for informational purposed only

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**%UMBRELLA-3-DNSCRYPT\_CERT\_MINOR\_VER\_MISMATCH : Invalid certificate received: Certificate minor version mismatch**

**Explanation**              Umbrella DNSCrypt certificate minor version mismatch

**Recommended Action**      This message is for informational purposed only

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**%UMBRELLA-3-DNSCRYPT\_CERT\_SIGNATURE\_MISMATCH : Invalid certificate received: Certificate signature mismatch**

**Explanation**              Umbrella DNSCrypt certificate signature mismatch

**Recommended Action**      This message is for informational purposed only

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**%UMBRELLA-3-DNSCRYPT\_CERT\_INVALID\_START\_TIME : Invalid certificate received: Certificate not active yet: start time [chars]**

**Explanation**              Umbrella DNSCrypt certificate not active yet

**Recommended Action**      This message is for informational purposed only

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**%UMBRELLA-3-DNSCRYPT\_CERT\_INVALID\_END\_TIME : Invalid certificate received: Certificate expired on [chars]**

**Explanation**              Umbrella DNSCrypt certificate expired

**Recommended Action**      This message is for informational purposed only

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**%UMBRELLA-3-DNSCRYPT\_CERT\_SUCCESS : Umbrella DNSCrypt certificate successfully received**

**Explanation**              Umbrella DNSCrypt certificate successfully received

**Recommended Action**      This message is for informational purposed only

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**%UMBRELLA-3-DNSCRYPT\_CERT\_FAILURE : Failed to fetch Umbrella DNSCrypt certificate**

<b>Explanation</b>	Failed to fetch Umbrella DNSCrypt certificate
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-DNS\_RES\_FAILURE : Failed to resolve name [chars] Retry attempts:[dec]**

<b>Explanation</b>	Umbrella dns resolution for device registration server is failed.
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-SSL\_HANDSHAKE\_FAILURE : SSL handshake failed**

<b>Explanation</b>	Umbrella device registration failed,as SSL handshake did not succed
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-CONNECT\_FAILURE : socket connection to the server [chars] failed ,Retry attempts:[dec]**

<b>Explanation</b>	Umbrella device registration failed, as socket connect failed
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-NO\_UMBRELLA\_OUT\_FAILURE : umbrella out is not configured on wan interface**

<b>Explanation</b>	Umbrella out is required on wan for device registration
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-6-DEV\_REG\_SUCCESS : Device id for [chars]/tag [chars]/[chars] is [chars]**

<b>Explanation</b>	Device registration for the interface/profile is successfull
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-DEV\_REG\_UNAUTHORIZED : Invalid token/API key**

<b>Explanation</b>	Token/API key used for device registration is invalid
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**%UMBRELLA-3-DEV\_REG\_UNAUTHORIZED : Invalid token/API key**

**Recommended Action** This message is for informational purposed only

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**%UMBRELLA-3-DEV\_REG\_INTERNAL\_SERVER\_ERROR : Internal Server Error**

**Explanation** Server is not down/not responding  
**Recommended Action** This message is for informational purposed only

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**%UMBRELLA-6-DEV\_REG\_CONFLICT : Device id is already assigned**

**Explanation** Device id for this Token/API key is already assigned  
**Recommended Action** This message is for informational purposed only

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**%UMBRELLA-6-DEV\_REG\_BAD\_REQUEST : Request for device registration does not contain required parameters**

**Explanation** Request for device registration does not contain required parameters  
**Recommended Action** This message is for informational purposed only

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**%UMBRELLA-3-UMBRELLA\_SPLITDNS\_MAX\_PAT\_EXCEEDED : UMBRELLA local domain bypass (maximum 64 rules allowed): [chars]**

**Explanation** Max number of local domain patterns cannot exceed 64 as allowed by DSA.  
**Recommended Action** This message is for informational purposed only

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**%UMBRELLA-3-UMBRELLA\_SPLITDNS\_MAX\_PAT\_LEN\_EXCEEDED : UMBRELLA splitdns ignoring pattern as length exceeds maximum limit.[chars]**

**Explanation** Local domain pattern length cannot exceed 100 for DSA.  
**Recommended Action** This message is for informational purposed only

---



**%UMBRELLA-3-UMBRELLA\_HA\_INIT\_FAILURE : Failed to register with RF, rc = [dec]**

<b>Explanation</b>	Failed to register with RF during system initialization
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%UMBRELLA-3-UMBRELLA\_HA\_SYNC\_FAILED : UMBRELLA HA syncing [chars] failed.**

<b>Explanation</b>	syncing of info to the peer node failed.
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-6-UMBRELLA\_HA\_MSG\_RECV : UMBRELLA HA message [chars] received.**

<b>Explanation</b>	Message HA message received from peer node.
<b>Recommended Action</b>	This message is for informational purposed only

**%UMBRELLA-3-DEV\_REG\_TOKEN\_INVALID : Token expired**

<b>Explanation</b>	Token used for device registration expired
<b>Recommended Action</b>	Reactivtae Umbrella license

**%UMBRELLA-3-DEV\_REG\_ORG\_NOT\_EXISTS : Org does not exists**

<b>Explanation</b>	Organization does not exists
<b>Recommended Action</b>	Reactivtae Umbrella license

**UNICAST\_FLOOD****%UNICAST\_FLOOD-4-DETECTED : Host [enet] on vlan [dec] is flooding to an unknown unicast destination at a rate greater than/equal to [dec] Kfps**

<b>Explanation</b>	A Host has been found to be flapping between ports
<b>Recommended Action</b>	Check the reason why the host is sending traffic to an unknown unicast destination

---

**%UNICAST\_FLOOD-4-FILTER\_TABLE\_FULL : The filter table is full**


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<b>Explanation</b>	Too many floods to unknown destinations have been detected
<b>Recommended Action</b>	Check the reason why in the network so many hosts are sending traffic to unknown unicast destinations

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**%UNICAST\_FLOOD-5-FILTER\_INSTALLED : Filter for host [enet] has been installed. It will be removed in %ld minute(s)**


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<b>Explanation</b>	A host was flooding to an unknown destination. Filter has been installed as requested by the user
<b>Recommended Action</b>	Check which host is sending traffic to unknown destinations and why

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## UPGRADE through VIDB

- [UPGRADE](#)
- [URLF](#)
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- [USB\\_TOKEN\\_FILESYS](#)
- [UTD](#)
- [UTIL](#)
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- [VFI](#)
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**UPGRADE**


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**%UPGRADE-3-STAGGERED\_UPGRADE\_MOVE\_REPORT\_ERROR : Staggered AP Upgrade reboot process startedStaggered AP Upgrade completed succesfullyStaggered AP Upgrade errorAborted AP Upgrade successfullyStaggered AP Upgrade not in progress, fail to abort AP upgradeTrigger abort CLI from source WLC, fail to abort AP upgradeInvalid ap upgrade report name**

---

**Explanation** Rebooting given APs in staggered wayAll APs in current upgrade process rebooted with the new versionError occured in upgrade reset process. Operation aborted.Aborted AP upgrade process.Error occured in AP upgrade abort process. Operation aborted.AP upgrade abort CLI should be triggered from source WLC.Upgrade report name entered is invalid

**Recommended Action** Please enter a valid ap upgrade report name.

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**%UPGRADE-3-STAGGERED\_UPGRADE\_IN\_PROGRESS : AP upgrade is in progress. New ap upgrade process is not allowed**

---

**Explanation** If an ap upgrade process is already running, either in source or destination mode, new ap upgrade process is not allowed

**Recommended Action** Please wait for the current ap upgrade to finish before triggering this command.

---



---

**%UPGRADE-3-MOBILITY\_TUNNEL\_DOWN : AP upgrade process aborted. Mobility tunnel is down for more than the permissible amount of time**

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**Explanation** If the mobility tunnel with the peer is down for more than the permissible amount of time, the current upgrade process is aborted

**Recommended Action** Please restore the mobility status between source and destination controllers before initiation of AP move/upgrade to destination

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**%UPGRADE-3-DESTINATION\_NOT\_READY : Destination controller not ready. Aborting upgrade process**

---

**Explanation** Destination controller may be going through another AP upgrade or move

**Recommended Action** Please wait for the current ap upgrade to finish before triggering this command.

---



---

**%UPGRADE-3-DESTINATION\_NOT\_RESPONDING : AP upgrade process aborted. Destination controller is not responding or has responded with invalid response**

---

**Explanation** Destination controller is not responding to the upgrade request message or it has responded with an invalid response

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**%UPGRADE-3-DESTINATION\_NOT\_RESPONDING : AP upgrade process aborted. Destination controller is not responding or has responded with invalid response**

**Recommended Action** Destination Controller may be down or unreachable. Please restore the mobility status between source and destination controllers before initiation of AP move/upgrade to destination

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**%UPGRADE-3-AP\_SW\_UPDATE\_ERR\_LOG\_MSG : AP Upgrade record deleted successfullyAP Upgrade clear report error, failed to find upgrade report name : <[chars]> from upgrade report tableStaggered AP Upgrade in progress, failed to delete upgrade record with report name : <[chars]> from upgrade report tableAP SW update [chars]**

**Explanation** Deleted AP upgrade record.Error occured in deleting record from upgrade report table. Operation aborted.Error occured in deleting record from upgrade report table. Operation aborted.AP Software Update logging

**Recommended Action** AP software update failed. ISSU image upgrade or SMU patching could be aborted. The user needs to initiate ISSU upgrade/SMU patch again. If the error occured during manual operation, operation can be initiated again

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**%UPGRADE-5-AP\_SW\_UPDATE\_LOG\_MSG : AP SW update [chars]**

**Explanation** AP Software Update logging

**Recommended Action** No action required

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## URLF

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**%URLF-6-SITE\_ALLOWED : [chars]Client [IP\_address]:[dec] accessed server [IP\_address]:[dec]**

**Explanation** This message indicates that all URLs belongs to the server are allowed to be passed with out URL filter servers authentication

**Recommended Action** This message is just for informational purpose, it can be used to keep track of number of GET request that are sent from client to server

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**%URLF-4-SITE\_BLOCKED : [chars]Access denied for the site '[chars]', client [IP\_address]:[dec] server [IP\_address]:[dec]**

**Explanation** This message indicates that all underlying URLs of the specified domain are blocked

**Recommended Action** This indicates that an user has made an attempt to browse a forbidden site

---

---

**%URLF-6-URL\_ALLOWED : [chars]Access allowed for URL '[chars]', client [IP\_address]:[dec] server [IP\_address]:[dec]**

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**Explanation** This message indicates that the http GET request sent from client is allowed to be transmitted to http server

**Recommended Action** This is just an informational message

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**%URLF-4-URL\_BLOCKED : [chars]Access denied URL '[chars]', client [IP\_address]:[dec] server [IP\_address]:[dec]**

---

**Explanation** This message indicates that access to the requested URL is denied and the corresponding TCP connection is closed

**Recommended Action** This indicates that an user has made an attempt to browse a forbidden site

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**%URLF-3-SERVER\_DOWN : [chars]Connection to the URL filter server [IP\_address] is down**

---

**Explanation** This messages indicates that 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 allow mode is 'on' or 'off'. If allow mode is 'on' the router will pass all the packets, otherwise it will drop all the packet 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 it still does not work then the admin may have to install a URL filter server on another system and configure the same on the router.

---



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**%URLF-3-ALLOW\_MODE : [chars]Connection to all the URL filter servers are down and the allow mode is '[chars]'**

---

**Explanation** This messages indicates that connection to all the URL filter servers are down. If allow mode is '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 (WebSense/N2H2) is down and restart it if required. If it still does not work then the admin may have to install a URL filter server on another system and configure the same on the router.

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**%URLF-5-SERVER\_UP : [chars]Connection to an URL filter server([IP\_address]) is made, the router is returning from ALLOW MODE**

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**Explanation** This message indicates that at least one connection is up between router and a URL filter server. System is leaving out of allow mode

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**%URLF-5-SERVER\_UP : [chars]Connection to an URL filter server([IP\_address]) is made, the router is returning from ALLOW MODE**

**Recommended Action**      This is just an informational message

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**%URLF-3-URL\_TOO\_LONG : [chars]URL sent from [IP\_address] is too long (more than [dec] bytes), possibly a fake packet?**

**Explanation**      The URL parsed from http GET request is too long, it could possibly be a fake packet, so the packet will be dropped

**Recommended Action**      This could be a fake packet sent by the attackers

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**%URLF-3-MAX\_REQ : [chars]The number of pending request exceeds the maximum limit [dec]**

**Explanation**      This message indicates that the number of requests pending in the router for URL authentication from URL filter server exceeds the maximum limit. In this case the http request will be dropped

**Recommended Action**      This message is just for informational purpose

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**%URLF-3-RESOURCE\_ALLOC\_FAILED : The resource allocation failed for URL filter subsystem**

**Explanation**      This message indicates that the URLF feature is not able to allocate memory for various data structures

**Recommended Action**      The router is running out of memory, disable the features that are not used, or check if something goes wrong

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## USB\_TOKEN

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**%USB\_TOKEN-3-USB\_TOKEN\_NOMEM : No available memory for [chars]**

**Explanation**      Memory allocation failure.

**Recommended Action**      Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

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**%USB\_TOKEN-3-USB\_TOKEN\_MSG\_FAILURE : Failure in handling USB Security Token insertion/removal event**

**Explanation**      Retrieving Token insertion/removal message failed in Token Daemon

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**%USB\_TOKEN-3-USB\_TOKEN\_MSG\_FAILURE : Failure in handling USB Security Token insertion/removal event**

**Recommended Action** Remove the token and insert it back. If the problem still persists, report the problem to your technical support representative along with the output of show usb device, show usb controller and show file systems commands.

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**%USB\_TOKEN-3-USB\_TOKEN\_SEMCREATE\_FAILURE : Failure in creating USB Security Token semaphore**

**Explanation** Watched semaphore creation failed

**Recommended Action** Report the problem to your technical support representative along with the output of show usb device and show usb controller commands.

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**%USB\_TOKEN-3-USB\_TOKEN\_MAX\_TOKENS\_INSERTED : Unavailable USB Security Token slot**

**Explanation** Maximum number of tokens that can be supported are already inserted

**Recommended Action** Remove the other tokens that are not in use. And, remove and insert this token again.

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**USB\_TOKEN\_FILESYS**


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**%USB\_TOKEN\_FILESYS-6-USB\_TOKEN\_INSERTED : USB Token device inserted: [chars].**

**Explanation** A USB Token device has been detected.

**Recommended Action** Informational message only. No action required.

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**%USB\_TOKEN\_FILESYS-6-USB\_TOKEN\_REMOVED : USB Token device removed: [chars].**

**Explanation** A USB Token device has been removed.

**Recommended Action** Informational message only. No action required.

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**%USB\_TOKEN\_FILESYS-6-REGISTERING\_WITH\_IFS : Registering USB Token File System [chars]: might take a while...**

**Explanation** Registering USB Token File System is being registered.

**Recommended Action** Informational message only. No action required.

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**%USB\_TOKEN\_FILESYS-3-FAIL\_TO\_BUILD\_MFD : USB Token File System failed to build MFD...**


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<b>Explanation</b>	USB Token File System failed to build the Master File Directory (MFD) database.
<b>Recommended Action</b>	Remove this token and insert it again. If the problem still persists, report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-MFD\_FORWARD\_INCOMPATIBLE : Unable to understand MFD database of version [dec].[dec].**


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<b>Explanation</b>	The version of the Master File Directory (MFD) database stored in token device is higher than what the running USB Token File System can support or understand.
<b>Recommended Action</b>	Upgrade the USB Token File System by reloading the router with a higher version of IOS software.

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**%USB\_TOKEN\_FILESYS-6-REGISTERED\_WITH\_IFS : USB Token File System [chars] is registered...**


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<b>Explanation</b>	USB Token File System registered successfully.
<b>Recommended Action</b>	Informational message only. No action required.

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**%USB\_TOKEN\_FILESYS-3-FAIL\_TO\_REGISTER\_WITH\_IFS : Failed to register USB Token File System with IFS.**


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<b>Explanation</b>	The process of registering USB Token File System with IOS File System (IFS) did not succeed. IFS provides a common user interface to all users of file system functionality regardless of the differences among file systems.
<b>Recommended Action</b>	Remove this token and insert it again. If the problem still persists, report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-MAX\_TOKENS\_INSERTED : The number of tokens exceeded the maximum that can be supported by USB Token File System.**


---

<b>Explanation</b>	Maximum number of tokens that can be supported by USB Token File System are already inserted.
<b>Recommended Action</b>	Remove the other tokens that are not in use. And, remove and insert this token again. If the problem still persists, report the problem to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-FAIL\_TO\_CREATE\_TALKER : Token File System callback: failed to create token talker, token name [chars], status [dec].**

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<b>Explanation</b>	USB Token File System failed to establish connection with USB Token Device Driver.
<b>Recommended Action</b>	Remove and insert this token again. If the problem still persists, report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-FAIL\_TO\_DESTROY\_TALKER : Token File System callback: failed to destroy token talker, token name [chars], status [dec].**

---

<b>Explanation</b>	USB Token File System failed to destroy the connection with USB Token Device Driver.
<b>Recommended Action</b>	Insert and remove this token again. If the problem still persists, report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-UNKNOWN\_TOKEN\_EVENT : Token File System callback: unknown event [dec].**

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<b>Explanation</b>	USB Token File System callback function received an unknown event from USB Token Device Driver.
<b>Recommended Action</b>	Check USB ports to see if the token device is inserted or removed correctly. If the problem still persists, report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-FAIL\_TO\_CREATE\_WATCHED\_BOOLEAN : Could not create a watched boolean!**

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<b>Explanation</b>	USB Token File System could not create a watched boolean. This condition indicates that memory resources are being exhausted.
<b>Recommended Action</b>	Reduce other system activities to ease memory demands or remove any token device that is not in use to free up some memory.

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**%USB\_TOKEN\_FILESYS-3-ASYNC\_IO\_UNEXPECTED\_EVENT : Token Asynchronous I/O: Unexpected Event [dec].**

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<b>Explanation</b>	Token Asynchronous I/O process received an unexpected event.
<b>Recommended Action</b>	Report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-ASYNC\_IO\_FAIL\_TO\_REQUEUE\_REQUEST : Token Asynchronous I/O: failing to requeue an I/O request.**

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<b>Explanation</b>	Token Asynchronous I/O process failed to requeue an I/O request.
<b>Recommended Action</b>	Report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-ASYNC\_IO\_FAIL\_TO\_GET\_ARGUMENT : Token Asynchronous I/O: Could not get argument.**

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<b>Explanation</b>	Token Asynchronous I/O process failed to retrieve argument.
<b>Recommended Action</b>	Report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-ASYNC\_IO\_ERROR\_WRITING\_FILE : Error writing file: file [chars], ret code [hex], [chars].**

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<b>Explanation</b>	Token Asynchronous I/O process encountered I/O write failure.
<b>Recommended Action</b>	Report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-ASYNC\_IO\_ERROR\_CREATING\_FILE : Error creating file: file [chars], ret code [hex], [chars].**

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<b>Explanation</b>	Token Asynchronous I/O process failed to create a file in USB token device.
<b>Recommended Action</b>	Report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-ASYNC\_IO\_ERROR\_CREATING\_DIRECTORY : Error creating directory: dir [chars], ret code [hex], [chars].**

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<b>Explanation</b>	Token Asynchronous I/O process failed to create a directory in USB token device.
<b>Recommended Action</b>	Report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

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**%USB\_TOKEN\_FILESYS-3-ASYNC\_IO\_ERROR\_DECODE\_OP\_CODE : Unrecognized I/O Op-code: [dec].**

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<b>Explanation</b>	Token Asynchronous I/O process could not decode the Op-code in an I/O request.
<b>Recommended Action</b>	Report the error message to your technical representative along with the output of 'show usb', 'show usb controller' and 'show file system' commands.

---

## UTD

**%UTD-3-UTD\_COND\_DEBUG\_REG\_FAILED : Failed to initialize Conditional Debugging for UTD**

<b>Explanation</b>	A non-fatal error occurred when attempting to Register/Initialize conditional debugging.
<b>Recommended Action</b>	LOG_STD_ACTION

**%UTD-5-UTD\_POLICY\_NAT\_DROP\_PKT : NAT packet drop, MSGDEF\_LIMIT\_SLOW**

<b>Explanation</b>	Packet dropped by NAT during UTD policy phase
<b>Recommended Action</b>	Inspect NAT diagnostics to determine reason for packet drop LOG_STD_ACTION

**%UTD-5-UTD\_POLICY\_DROP\_PKT : Policy: Dropped packet from [chars] %CA:[int] => %CA:[int] proto [chars] due to ([int]) [chars] ident [int] [chars], MSGDEF\_LIMIT\_FAST**

<b>Explanation</b>	Packet dropped during packet policy phase for the given reason
<b>Recommended Action</b>	This message is for informational purposed only, but may indicate a security problem. LOG_STD_NO_ACTION

**%UTD-4-UTD\_INSPECT\_DROP\_PKT : Inspection: Dropped packet from [chars] %CA:[int] => %CA:[int] proto [chars] due to ([int]) [chars] ident [int] [chars], MSGDEF\_LIMIT\_FAST**

<b>Explanation</b>	Packet dropped during packet inspection for the given reason
<b>Recommended Action</b>	This message is for informational purposed only, but may indicate a security problem. LOG_STD_NO_ACTION

**%UTD-4-UTD\_DIVERT\_DROP\_PKT : Diversion: VPATH decapsulation dropped packet from [chars] %CA:[int] => %CA:[int] proto [chars] due to ([int]) [chars] ident [int] [chars], MSGDEF\_LIMIT\_FAST**

<b>Explanation</b>	Packet dropped during packet reinjection
<b>Recommended Action</b>	This message is for informational purposed only, but may indicate a security problem. LOG_STD_NO_ACTION

**%UTD-4-UTD\_ENCAPS\_DROP\_PKT : Diversion: VPATH encapsulation dropped packet from [chars] %CA:[int] => %CA:[int] proto [chars] due to ([int]) [chars] ident [int] [chars], MSGDEF\_LIMIT\_FAST**

<b>Explanation</b>	Packet dropped while attempting to add VPATH data
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**%UTD-4-UTD\_ENCAPS\_DROP\_PKT : Diversion: VPATH encapsulation dropped packet from [chars] %CA:[int] => %CA:[int] proto [chars] due to ([int]) [chars] ident [int] [chars], MSGDEF\_LIMIT\_FAST**

**Recommended Action** This message is for informational purposed only, but may indicate a security problem.  
LOG\_STD\_NO\_ACTION

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**%UTD-1-UTD\_HEALTH\_CHANGE : Service node changed state [chars] => [chars] ([int])**

**Explanation** Service node and changed health status

**Recommended Action** Service node has changed status Green - Service node is health. No action required.  
Yellow - Service node not accepting new connections. Too many connections for enhanced inspection. Red - Service node is down Check IPS/IDS service node Not detected - Unknown state. Service node not detected Check IPS/IDS service node  
LOG\_STD\_ACTION

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**%UTD-6-UTD\_DF\_WHITELIST\_MATCH : UTD WebFilter Domain Whitelist [\*\*] [Domain: [chars]] [Matched Pattern: [chars]] {[chars]} %CA:[int] -> %CA:[int], MSGDEF\_LIMIT\_FAST/100**

**Explanation** DNS domain matched to one of the configured whitelist patterns

**Recommended Action** This message is for informational purposed only, but may indicate a security problem.  
LOG\_STD\_NO\_ACTION

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**%UTD-6-UTD\_DF\_BLACKLIST\_MATCH : UTD WebFilter Domain Blacklist [\*\*] [Domain: [chars]] [Matched Pattern: [chars]] {[chars]} %CA:[int] -> %CA:[int], MSGDEF\_LIMIT\_FAST/100**

**Explanation** DNS domain matched to one of the configured blacklist patterns

**Recommended Action** This message is for informational purposed only, but may indicate a security problem.  
LOG\_STD\_NO\_ACTION

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**%UTD-3-IPC\_INVALID\_MSG : UTD-Invalid request [int]**

**Explanation** We received an invalid message from another layer of the UTD software stack.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%UTD-3-FEAT\_DOWN : UTD-Invalid request [chars] ([int]) while feature is down**

<b>Explanation</b>	While the feature was not active, an invalid request was received from another layer of the UTD software stack.
<b>Recommended Action</b>	If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%UTD-3-FEAT\_CTX\_DOWN : UTD-Invalid request [chars] ([int]) while context is down**

<b>Explanation</b>	While the feature context was not active, an invalid request was received from another layer of the UTD software stack.
<b>Recommended Action</b>	If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%UTD-3-IPC\_OPEN\_REPLY : UTD-IPC Open Reply failed, request [int]**

<b>Explanation</b>	For a request from upper UTD software stack layers it was not possible to open the reply buffer.
<b>Recommended Action</b>	This is normally a software issue. LOG_STD_RECUR_ACTION

**%UTD-3-IPC\_NORES : UTD-No space for the IPC reply, size [int], request [int]**

<b>Explanation</b>	For a request from upper UTD software stack layers it was not possible to allocate space for a reply for the specified size.
<b>Recommended Action</b>	If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%UTD-3-IPC\_INVALID\_MSG\_LEN : UTD-Invalid IPC length, [dec]:[dec] len [dec] flags [hex] source [dec]**

<b>Explanation</b>	Invalid IPC message length
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**%UTD-3-IPC\_INVALID\_MSG\_LEN : UTD-Invalid IPC length, [dec]:[dec] len [dec] flags [hex] source [dec]**

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**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%UTD-3-IPC\_SEND\_FAILED : UTD-IPC [chars] [int] send failed [int]**

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**Explanation** IPC message send failure

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%UTD-2-IPC\_INIT\_FAILED : UTD-IPC message handler registration failure, rc [int]**

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**Explanation** Registering an IPC message handler for the UTD feature failed. This will cause the feature to not function.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%UTD-2-IPC\_FAILURE : UTD-IPC message [chars] handler failed, rc [int]**

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**Explanation** An IPC message handler for the UTD feature failed. This will cause the feature to not function.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**UTIL**

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

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**Explanation** A fatal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

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

<b>Explanation</b>	An attempt was made to access a range function with a NULL pointer. The range list creation failed.
<b>Recommended Action</b>	Review the error log for a corresponding malloc failed message. Copy the error message exactly as it appears, and report it to your technical support representative.

**%UTIL-0-ITEMLIST\_RESIZE : An attempt was made to resize an itemlist but not enough memory is available**

<b>Explanation</b>	An attempt was made to resize itemlist memory to be larger than the memory available. Itemlists are often used when showing interface statistics. This event is unexpected and may be an indication of memory corruption.
<b>Recommended Action</b>	Note any recent commands that may have triggered this error. Copy the error message and traceback exactly as it appears, and report it to your technical support representative.

**%UTIL-3-RADIXTREE : Data structure error--[chars]**

<b>Explanation</b>	A software error occurred, resulting in a data structure inconsistency.
<b>Recommended Action</b>	Copy the error message exactly as it appears, and report it to your technical support representative. Ask for their assistance in obtaining a version of code with the error fixed.

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

<b>Explanation</b>	A software error occurred, resulting in a data structure inconsistency.
<b>Recommended Action</b>	Copy the error message exactly as it appears, and report it to your technical support representative. Ask for their assistance in obtaining a version of code with the error fixed.

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

<b>Explanation</b>	A pseudo-random number generator produced the same number twice in succession.
<b>Recommended Action</b>	Under normal circumstances a pseudo-random number generator will occasionally produce the same number twice in succession and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

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**%UTIL-3-IDTREE\_TRACE : [chars]**

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<b>Explanation</b>	A software error occurred, resulting in a data structure inconsistency.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%UTIL-3-IDTREE\_NOTRACE : [chars]**

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<b>Explanation</b>	A software error occurred, resulting in a data structure inconsistency.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%UTIL-3-DLL : Data structure error -- [chars]**

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<b>Explanation</b>	A software error occurred, resulting in data structure inconsistency.
<b>Recommended Action</b>	Copy the error message exactly as it appears, and report it to your technical support representative.

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**VASI**

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**%VASI-2-DB\_ENTRY\_ALLOC\_FAIL : VASI pair db entry allocation for interface [chars] failed**

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<b>Explanation</b>	VASI pair database error. Memory chunk allocation for VASI pair database entry has failed.
<b>Recommended Action</b>	Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute 'show proc memory' command.

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**%VASI-2-DB\_INSERT\_FAIL : VASI pair db entry add for interface [chars] failed**

---

<b>Explanation</b>	VASI pair database error. Insertion of a new entry into VASI pair database has failed.
<b>Recommended Action</b>	Check for accurate memory management. Perform memory leak checks, look for memory corruption causes, verify correct database management. Execute 'show proc memory' command.

---



**%VASI-2-DB\_DELETE\_FAIL : VASI pair db entry delete for interface [chars] failed**

<b>Explanation</b>	VASI pair database error. Removal of entry from VASI database has failed.
<b>Recommended Action</b>	Check for accurate memory management. Perform memory leak checks, look for mamory corruption causes and check for correct database management. Execute 'show proc memory' command.

**%VASI-2-DB\_ENTRY\_FREE\_FAIL : VASI pair entry free failed**

<b>Explanation</b>	VASI pair database error. Memory chunk free of VASI pair database entry has failed.
<b>Recommended Action</b>	Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute 'show proc memory' command.

**%VASI-2-DB\_ALLOC\_FAIL : VASI pair db allocation failed**

<b>Explanation</b>	VASI pair database error. Memory chunk creation for VASI pair database has failed.
<b>Recommended Action</b>	Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute 'show proc memory' command.

**%VASI-2-DB\_DESTROY\_FAIL : VASI pair database destroy failed**

<b>Explanation</b>	VASI pair database error. Memory chunk destroy has failed for VASI pair database.
<b>Recommended Action</b>	Check for accurate memory management. Perform memory leak checks and look for memory corruption causes. Execute show proc memory command.

**VDSL\_DAEMON****%VDSL\_DAEMON-3-NOPROC : VDSL Daemon [chars] SM create event process failed**

<b>Explanation</b>	The router does not have enough memory run this VDSL/ADSL feature
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VDSL\_DAEMON-3-NOMEM : VDSL Daemon [chars] malloc failed : out of memory**

<b>Explanation</b>	The router does not have enough memory installed to run this VDSL/ADSL feature
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**%VDSL\_DAEMON-3-NOMEM : VDSL Daemon [chars] malloc failed : out of memory**

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**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VDSL\_DAEMON-3-MALLOCFAIL : There is not enough main memory for the new VDSL [chars] firmware images on flash**

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**Explanation** The router failed to malloc a buffer for the firmware images on the flash. More DRAM is required for the feature which allows specific VDSL firmware images on the flash to replace the VDSL firmware images embedded in IOS.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VDSL\_DAEMON-3-INITFAIL : VDSL Daemon [chars] init failed.**

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**Explanation** The VDSL module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VDSL\_DAEMON-3-INVALID\_DS : Daemon [chars] invalid vdsl instance.**

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**Explanation** Encounter an invalid vdsl instance

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VDSL\_DAEMON-4-QUEUE\_EMPTY : Daemon [chars] configuration queue is empty.**

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**Explanation** program is unable to send a message to the queue process.

**Recommended Action** nothing

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**%VDSL\_DAEMON-4-INVALID\_CDB : Invalid daemon [chars] controller [chars].**

**Explanation** Encounter an invalid daemon cdb instance.

**Recommended Action** nothing

**%VDSL\_DAEMON-3-FPGA\_FAIL : VDSL FPGA Download failed.**

**Explanation** The VDSL module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VDSL\_DAEMON-3-MODEMRESET : VDSL Modem reset. [chars]**

**Explanation** The VDSL module is under reset.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VDSL\_DAEMON-4-TRAINMODE\_NOT\_SUPPORTED : [chars] transport mode is not supported on [chars].**

**Explanation** Only ATM is supported on ADSL and PTM/Ethernet is supported on VDSL2).

**Recommended Action** Change DSLAM profile to select the correct mode for CPE

**%VDSL\_DAEMON-3-VDSL\_CMD\_ADD\_FAIL : VDSL [chars] add failed.**

**Explanation** adding a command exceeds the maximum number of commands allowed

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VDSL\_DAEMON-3-FIRMWARE\_WARN : Need to reload IOS for VDSL PHY firmware file change to take effect**


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<b>Explanation</b>	The old phy firmware is used until IOS is reload
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VDSL\_DAEMON-4-MODE\_SWITCH : Please save the configuration and reload the Router due to the ATM-PTM mode change on vdsl 0 controller**


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<b>Explanation</b>	Operating mode switch between ATM and PTM mode require reload
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VDSL\_DAEMON-3-VDSL\_LINE\_UPDOWN : Controller [chars], line [dec], changed state to [chars]**


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<b>Explanation</b>	VDSL Line changed state
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**VFI**


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**%VFI-4-CONFIG : [chars]**


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<b>Explanation</b>	Invalid VFI configuration data passed.
<b>Recommended Action</b>	No action is required.

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**%VFI-3-ILLEGAL : [chars]**


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<b>Explanation</b>	An illegal event has been processed by the xconnect subsystem.
<b>Recommended Action</b>	No action is required.

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**%VFI-6-VFI\_STATUS\_CHANGED : Status of VFI [chars] changed from [chars] to [chars]**

**Explanation** VFI status has changed

**Recommended Action** No action is required.

**VIDB****%VIDB-3-FORKFAIL : Failed to fork process for [chars].**

**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIDB-3-FREETIMENOTSET : Value not specified for vidb forcible free time by platform.**

**Explanation** Platform has requested for delayed vidb recycling support, but hasn't specified any value for forcible free time.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

## VINES through VRRS

- [VINES](#)
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- VRRP
- VRRS

## VINES

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

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<b>Explanation</b>	The VINES code detected that an internal table entry was corrupted.
<b>Recommended Action</b>	Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table or neighbor table, depending on the table in which the corrupted entry was observed. This will result in a temporary loss of connectivity until the routing or neighbor table is rebuilt.

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### %VINES-2-INVALIDPATH : Bad [chars] in path for neighbor entry %z

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<b>Explanation</b>	While searching the neighbor table, the code determined that a pointer that should point to a VINES path structure actually points to some other structure.
<b>Recommended Action</b>	Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES neighbor table. This will result in a temporary loss of connectivity until all neighbors and routes are relearned.

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### %VINES-2-INVALIDROUTE : Bad [chars] in route for server entry %Z

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<b>Explanation</b>	While searching the routing table, the code determined that a pointer that should point to a VINES route structure actually points to some other structure.
<b>Recommended Action</b>	Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table. This will result in a temporary loss of connectivity until all routes are relearned.

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### %VINES-2-CONSISTENCY : Error [chars]

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<b>Explanation</b>	The VINES code ran into a situation that should not happen. For example, an IPC port number needs to be allocated, but all 65535 port numbers are currently in use. Another possible cause is that VINES attempted to add a cache entry but had no path associated with the destination address. This may cause temporary slow performance to only those 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 vvia process-level switching.
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**%VINES-2-CONSISTENCY : Error [chars]**

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. 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 error messages appeared. If the problem persists, issue the clear vines cache command, and monitor the router if the situation improves.

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

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

**Recommended Action** Examine your system's 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 technical support representative, along with the output of the show memory, show memory processor, show buffers, show buffers assigned, and show buffers old commands.

**%VINES-2-ENCAPFAILED : Encapsulation failed for %#z via %#z on [chars]**

**Explanation** VINES fast switching 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 re-enable fast switching as soon as you have identified the cause of the problem. If you cannot identify the cause, contact your 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.

**%VINES-2-CACHEFAILED : Cannot build cache entry ([dec] bytes) for %#z on [chars]**

**Explanation** VINES fast switching 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** Verify that the VINES encapsulation and interface-specific mappings for the interface concerned are properly configured. Copy the message exactly as it appears, and report it your technical support representative.

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

---

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

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. 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, diable VINES fast switching for the interface until you have identified the real cause of the problem.

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

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

**Recommended Action** To identify the other router that is using this address, manually inspect each router's configuration. When you have identified the router with the duplicate address, issue the vines routing recompute 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 offending routers until each router has a unique address.

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

---

**Explanation** One of the VINES lookup functions was called with an illegal argument.

**Recommended Action** Copy the message exactly as it appears, do a memory dump up to 128 bytes and the location specified in the error message, and report this information to your technical support representative.

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**%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 is reset.

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

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

---

**Explanation** There is an inconsistency in the active 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.



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

**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 message exactly as it appears, and report it to your technical support representative along with the output of the debug vines ipc command.

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

**Explanation** There is an inconsistency in the active 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 message exactly as it appears, and report it to your technical support representative, if possible, along with output of the debug vines netrpc command.

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

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

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. In addition, provide the output of the show vines service command and debug vines service traces for the service reported in the error message.

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

**Explanation** There is an inconsistency in the static 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, and report them to your technical support representative.

**%VINES-2-NOVENCAP : Encapsulation failed on [chars] for address %#z**

**Explanation** The 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 problematic interface by issuing the interface shut and no shut commands, and then issue the no vines metric and vines metric command see if the problem goes away. If the problem persists, copy the message exactly as it appears, and report it your technical support representative. If possible, turn on and provide interface- specific debug traces, particularly for VINES activities.

**VIRT\_SERVICE****%VIRT\_SERVICE-3-INIT\_FAIL : Failed to initialize required virtual service object: [chars]**

<b>Explanation</b>	During the initialization of the resources required for the virtual service feature, a memory allocation failure occurred. This has prevented the virtual service feature from being enabled.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-ROMMON\_UNSUPPORTED : ROM monitor configuration does not support virtualization**

<b>Explanation</b>	Virtualization is not supported by the current ROM monitor configuration. Verify both the ROM monitor version and ROM monitor variable ENABLE_VTX are correct to enable virtualization.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-STBY\_ROMMON\_UNSUPPORTED : Standby ROM monitor configuration does not support virtualization**

<b>Explanation</b>	Virtualization is not supported by the current ROM monitor configuration on the standby. Verify both the ROM monitor version and ROM monitor variable ENABLE_VTX are correct to enable virtualization.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-ACTIVATE\_FAIL : Failed to send virtual service [chars] activate message**

<b>Explanation</b>	During the creation and transmission of the virtual service activate TDL message a failure occurred. The message was not successfully sent and therefore the virtual service was not activated.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-DEACTIVATE\_FAIL : Failed to send virtual service [chars] deactivate message**

<b>Explanation</b>	During the creation and transmission of the virtual service deactivate TDL message a failure occurred. The message was not successfully sent and therefore the virtual service was not deactivated.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-UNPROVISION\_FAIL : [chars]: [chars]**

<b>Explanation</b>	During the unprovision of the named virtual service, an unexpected failure occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-STBY\_PKG\_PATH : Failed to [chars] required by virtual service [chars] on standby**

<b>Explanation</b>	Specified package definition file was not found on standby. Configuration was accepted. Copy package definition file to standby at earliest convenience.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-4-SWITCHOVER\_ACTIVATE : Virtual service [chars] will not be activated following a switchover**

<b>Explanation</b>	Following a switchover, this virtual service will not be activated as there is an issue with its package definition file. Copy package definition file to standby at earliest convenience.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-PKG\_PATH : Failed to [chars] required by virtual service [chars]**

<b>Explanation</b>	Specified package definition file was not found following a switchover.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-PKG\_PATH\_ACTIVATE : Failed to [chars]. Virtual service [chars] will not be activated**

<b>Explanation</b>	Specified package definition file was not found following a switchover. Unable to activate virtual service without specified package definition file present.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-INVALID\_APPLIANCE\_TIMEOUT : A response timeout occurred for an invalid virtual service**

<b>Explanation</b>	An unexpected condition occurred where the virtual service context pointer in the expired timer was set to NULL.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VIRT\_SERVICE-3-UNKNOWN\_APPLIANCE\_TIMEOUT : A response timeout occurred for unknown virtual service [chars]**

<b>Explanation</b>	A response timeout occurred for a virtual service that is no longer in the virtual service database.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-3-RESPONSE\_TIMEOUT : Virtual service [chars] timed out waiting for a response from Virt-manager**


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<b>Explanation</b>	Failed to receive a response message from Virt-manager for last activation operation performed on the named virtual service. The virtual service activation state was marked as deactivated.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-3-UPGRADE\_TIMEOUT : Virtual service [chars] timed out waiting for a package upgrade response from Virt-manager**


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<b>Explanation</b>	Failed to receive a response message from Virt-manager for last upgrade operation performed on the named virtual service.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-3-SEND\_RF\_MSG : Failed to send RF message to peer - [chars]**


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<b>Explanation</b>	An unexpected condition occurred where an attempt to send an RF message to peer failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-3-INVALID\_RF\_MSG : Received an invalid RF message type from peer**


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<b>Explanation</b>	An unexpected condition occurred where an invalid message type was detected.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-3-UNKNOWN\_RF\_MSG : Received an unknown RF message type ([dec]) from peer**


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<b>Explanation</b>	An unexpected condition occurred where an unknown timer event was detected.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-3-UNKNOWN\_TIMEOUT\_TYPE : A response timeout occurred for an unknown timeout type ([dec])**


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<b>Explanation</b>	An unexpected condition occurred where an unknown timeout type was detected.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-3-UNKNOWN\_TIMER\_EVENT : A timer event occurred for an unknown timer event ([dec])**


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<b>Explanation</b>	An unexpected condition occurred where an unknown timer event was detected.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-5-ACTIVATION\_STATE : [chars] [chars]**


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<b>Explanation</b>	The activation state of the named virtual service has changed as notified by Virt-manager.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-3-RESET : Virtual service [chars] reset**


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<b>Explanation</b>	An unexpected condition has occurred where Virt-manager has reported that it detected the named virtual service reset. This virtual service is not configured to be activated and as such, no attempt to reactivate it will be made.
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**%VIRT\_SERVICE-3-RESET : Virtual service [chars] reset**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%VIRT\_SERVICE-5-RESET\_REACTIVATE : Virtual service [chars] reset and will be reactivated**

<b>Explanation</b>	Virt-manager has reported that it detected the named virtual service reset. An attempt will be made to reactivate this virtual service.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VIRT\_SERVICE-5-INSTALL\_STATE : [chars] [chars]**

<b>Explanation</b>	The installation state of the named virtual service has changed as notified by Virt-manager.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**VLAN**

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**%VLAN-5-PRIMARY\_LINK\_NOT\_IN\_EC : Warning: VLAN [int]'s main interface is not the channel group of primary=[chars]Per-VLAN manual load-balancing will not take effect until channel-group is configured under the primary interface.**

<b>Explanation</b>	The interface configured as primary is not a memberlink in the port channel.
<b>Recommended Action</b>	Verify the configuration.

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**%VLAN-5-SECONDARY\_LINK\_NOT\_IN\_EC : Warning: VLAN [int]'s main interface is not the channel group of secondary=[chars]Per-VLAN manual load-balancing will not take effect until channel-group is configured under the secondary interface.**

<b>Explanation</b>	The interface configured as secondary is not a memberlink in the port channel.
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**%VLAN-5-SECONDARY\_LINK\_NOT\_IN\_EC : Warning: VLAN [int]'s main interface is not the channel group of secondary=[chars]Per-VLAN manual load-balancing will not take effect until channel-group is configured under the secondary interface.**

**Recommended Action**      Verify the configuration.

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**%VLAN-3-INTERFACE\_NOT\_PRESENT : The [chars] link [chars] does not exist. Sub-interface: [chars] VLAN-Id: [int]**

**Explanation**      This message appears when the below command is issued (under port-channel sub-interface) with the unknown primary and/or secondary links. `encap dot1q <vlan-id> primary <interface> secondary <interface>` The interface specified in the command is not available at present. The card might have been physically removed or may not have been inserted properly.

**Recommended Action**      Verify if the interface shows up, using the command `- show ip int brief`. Please insert the card in case it is removed and run the command again once the card comes up.

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## VMAN

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**%VMAN-2-INVALID\_PACKAGE : Virtual Service[chars]**

**Explanation**      The package definition file for the named virtual service has failed to be validated and the virtual service will not run

**Recommended Action**      Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause. The most likely cause would be that the package file has been corrupted during file transfer. The suggested action would be to redo the file transfer.

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**%VMAN-2-INVALID\_ACT\_MSG : Virtual Service[chars]**

**Explanation**      The virtual service activate message was received, however, the data it contained could not be interpreted

**Recommended Action**      Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-INVALID\_DEACT\_MSG : Failed to process virtual service deactivate message**

**Explanation**      The virtual service deactivate message was received, however, the data it contained could not be interpreted

**Recommended Action**      Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-CREATE\_VIRT\_INST\_ENTRY : Virtual Service[chars]**

<b>Explanation</b>	The request to create a DB entry for the named virtual service failed.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-PROC\_INT\_LIST : Virtual Service[chars]**

<b>Explanation</b>	The interface list embedded in the activate request for the named virtual service could not be processed.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-ALLOC\_VIRT\_INST\_RCS : Virtual Service[chars]**

<b>Explanation</b>	A memory allocation request failed to allocate a data structure required to activate the virtual service.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-START\_FAILED : Virtual Service[chars]**

<b>Explanation</b>	The named virtual service failed to start.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-PROCESS\_PKG\_DEF : Virtual Service[chars]**

<b>Explanation</b>	The virtual service package for the named virtual service has failed to be validated and the virtual service will not run.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-DEFER\_VIRT\_INST\_PROC : Virtual Service[chars]**

<b>Explanation</b>	The final activation processing failed to successfully defer.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-COMMIT\_VIRT\_INST\_RCS : Virtual Service[chars]**

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<b>Explanation</b>	The request to commit the resources required by the named virtual service failed.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-INSERT\_VIRT\_INST\_ENTRY : Virtual Service[chars]**

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<b>Explanation</b>	Inserting the named virtual service into the virtual service DB tracked by Virt-manager failed.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-VIRT\_INST\_INTERFACE : Virtual Service[chars]**

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<b>Explanation</b>	The number of configured virtual port group interfaces must match the number of Ethernet Network Interfaces defined in the machine definition file
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-VIRT\_INST\_MEMORY : Virtual Service[chars]**

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<b>Explanation</b>	The virtual service requires physical memory in excess of the free memory available to virtual services.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-VIRT\_INST\_DISK : Virtual Service[chars]**

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<b>Explanation</b>	The virtual service requires Disk Storage in excess of the Free Disk Storage available to virtual services.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-INCONSISTENT\_MEM\_CONFIG : Virtual Service[chars]**

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<b>Explanation</b>	The virtual service machine definition file is inconsistent in the specification of required memory via the <memory> and <currentMemory> nodes.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-MEMORY\_LIMIT\_WARN : Virtual service ([chars])[chars] defines [int] MB of Memory exceeding the maximum [int] MB.**

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<b>Explanation</b>	The virtual service machine definition file is requesting more memory for the specified profile, than the system has available for virtual services.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-MEMORY\_LIMIT : Virtual Service[chars]**

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<b>Explanation</b>	The virtual service machine definition file is requesting more memory than the system has available for virtual services.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-VCPU\_LIMIT : Virtual Service[chars]**

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<b>Explanation</b>	The virtual service machine definition file is requesting more VCPUs than the system has reserved for virtual services.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-2-DISK\_IMAGE\_PATH : Virtual Service[chars]**

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<b>Explanation</b>	The virtual service machine definition file contains an invalid disk image path for one of the disk devices. This may be a Harddisk, CDROM or USB storage device.
<b>Recommended Action</b>	Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-5-VIRT\_INST : LOG FROM VIRTUAL SERVICE [chars]: [chars]**

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<b>Explanation</b>	The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.
<b>Recommended Action</b>	No action is required

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**%VMAN-2-VIRT\_INST\_CRIT : VIRTUAL SERVICE [chars] LOG: [chars]**

---

<b>Explanation</b>	The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.
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**%VMAN-2-VIRT\_INST\_CRIT : VIRTUAL SERVICE [chars] LOG: [chars]**

---

**Recommended Action**      No action is required

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**%VMAN-3-VIRT\_INST\_ERR : VIRTUAL SERVICE [chars] LOG: [chars]**

---

**Explanation**            The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.

**Recommended Action**      No action is required

---



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**%VMAN-4-VIRT\_INST\_WARN : VIRTUAL SERVICE [chars] LOG: [chars]**

---

**Explanation**            The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.

**Recommended Action**      No action is required

---



---

**%VMAN-5-VIRT\_INST\_NOTICE : VIRTUAL SERVICE [chars] LOG: [chars]**

---

**Explanation**            The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.

**Recommended Action**      No action is required

---



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**%VMAN-6-VIRT\_INST\_INFO : VIRTUAL SERVICE [chars] LOG: [chars]**

---

**Explanation**            The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.

**Recommended Action**      No action is required

---



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**%VMAN-7-VIRT\_INST\_DEBUG : VIRTUAL SERVICE [chars] LOG: [chars]**

---

**Explanation**            The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.

**Recommended Action**      No action is required

---

**%VMAN-2-VIRT\_INST\_LOG\_UNTHROTTLE : Failed to unthrottle the log for virtual service [chars]**

**Explanation** The named virtual service had sent overwhelming sys log messages and its log had been throttled as a result, but system has failed to unthrottle it for some reason.

**Recommended Action** For debugging collect the virt-manager logs and scan them for the cause.

**%VMAN-2-VIRT\_INST\_STATE : Virtual Service[chars]**

**Explanation** The named virtual service has failed. It is no longer running either because the guest OS has failed, the guest OS has shut down the machine or the emulator has failed.

**Recommended Action** An attempt at restarting the virtual service can be made from the IOS configuration by doing a no activate/activate. For debugging collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-FIND\_VIRT\_INST\_ENTRY : Failed to find virtual service with id [int] in the Virt-manager DB**

**Explanation** The virtual service with the ID named could not be located in the Virt-manager DB.

**Recommended Action** Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-REMOVE\_VIRT\_INST\_ENTRY : Virtual Service[chars]**

**Explanation** Removing the named virtual service from the virtual service DB tracked by Virt-manager failed.

**Recommended Action** Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-SET\_VTX\_ROMVAR\_STRING : Failed to set ROM monitor variable ENABLE\_VTX: Invalid string format: [chars]**

**Explanation** Failed to set ENABLE\_VTX rom monitor variable due to invalid string format.

**Recommended Action** Verify format of string from error message.

**%VMAN-2-SET\_VTX\_ROMVAR\_SPACE : Failed to set ROM monitor variable ENABLE\_VTX: No space in table**

**Explanation** Failed to set ENABLE\_VTX ROM monitor variable due to no space in Monitor Variable Table.

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**%VMAN-2-SET\_VTX\_ROMVAR\_SPACE : Failed to set ROM monitor variable ENABLE\_VTX: No space in table**

**Recommended Action**      Verify number of entries in Monitor Variable Table.

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**%VMAN-5-AUX : Virtual Service[chars]**

**Explanation**            The AUX login to a virtual service may allow the user access to system functions that may not have been tested or may interact with the system in unintended ways. Use with caution.

**Recommended Action**      No action is required

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**%VMAN-2-INVALID\_UNPROV\_MSG : Failed to process virtual service unprovision message**

**Explanation**            The virtual service unprovision message was received, however, the data it contained could not be interpreted

**Recommended Action**      Enable the Virt-manager trace logs and repeat the activation followed by deactivation and then unprovision of the virtual service. Collect the Virt-manager logs and scan them for the cause.

---



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**%VMAN-2-VCPU\_INVALID : Virtual Service[chars]**

**Explanation**            The virtual service machine definition file is requesting invalid VCPU value.

**Recommended Action**      Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

---



---

**%VMAN-2-CPUSHARES\_LIMIT : Virtual Service[chars]**

**Explanation**            The virtual service machine definition file is requesting more CPU shares than the system has available for virtual services.

**Recommended Action**      Deactivate any other virtual services to free up CPU share resources and activate this virtual service. If that does not address the problem, then enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

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---

**%VMAN-2-MORETHANONE\_CPUNETES\_CONFIG : Virtual Service[chars]**

**Explanation**            The virtual service machine definition file is requesting more than one CPU tunes parameter.

---

**%VMAN-2-MORETHANONE\_CPUTUNES\_CONFIG : Virtual Service[chars]**

**Recommended Action** Use a different valid machine definition file for the virtual service. If the problem persists, then enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-INCONSISTENT\_CPUTUNES\_CONFIG : Virtual Service[chars]**

**Explanation** The virtual service machine definition file is requesting invalid CPU tunes parameter.

**Recommended Action** Use a different valid machine definition file for the virtual service. If the problem persists, then enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-CPUTUNES\_SHARES\_LIMIT : Virtual Service[chars]**

**Explanation** The virtual service machine definition file is requesting more CPU shares than the system has available for virtual services.

**Recommended Action** Deactivate any other virtual services to free up CPU share resources and activate this virtual service. If that does not address the problem, then enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-CPUTUNES\_INTERNAL\_ERROR : Virtual Service[chars]**

**Explanation** Virt-manager and its associated infrastructure experienced an internal error.

**Recommended Action** Enable the Virt-manager trace logs and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-MACHINE\_TYPE\_NOT\_SUPPORTED : Virtual Service[chars]**

**Explanation** The virtual service cannot be activated as the machine type specified is not supported

**Recommended Action** Enable the support for the machine type and repeat the activation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

**%VMAN-2-INSTALL\_FAILURE : Virtual Service[chars]**

**Explanation** The installation of the virtual service failed.

**Recommended Action** Enable the Virt-manager trace logs and repeat the installation of the virtual service. Collect the Virt-manager logs and scan them for the cause.

---

**%VMAN-2-INSTALL\_MEDIA\_RETRY : VMAN, VM install media still unavailable.[chars]**

---

**Explanation** The install media was not detected. Waiting for udev to complete install media(harddisk) detection.

**Recommended Action** After VMAN exceeds the maximum retry limit, verify if install media (harddisk) is accessible and retry the installation again.

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**%VMAN-2-VIRT\_INST\_MGMT\_INTERFACE : Virtual service [chars] has no management interface defined but it is configured in CLI.**

---

**Explanation** A management interface is configured but none is defined.

**Recommended Action** Deactivate the virtual service, remove the management interface configuration CLI, and reactivate the virtual-service.

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**%VMAN-2-GENERAL\_FAILURE : Virtual Service[chars]**

---

**Explanation** The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.

**Recommended Action** No action is required

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**%VMAN-4-UPDATE\_WARNING : Virtual Service[chars]**

---

**Explanation** The named virtual service has triggered the log. Please interpret the log in the context of the virtual services.

**Recommended Action** No action is required

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**%VMAN-2-MACH\_PARSE\_FAILURE : Virtual Service[chars]**

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**Explanation** The named virtual service has an invalid parameter specified in the .xml file inside the .ova package

**Recommended Action** Fix the .xml file inside the .ova package to have valid values. Then retry installing and activating it

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**%VMAN-3-SDWRAP\_ERR : Description: [chars], errcode: [dec]**

---

**Explanation** Debug infrastructure error

**Recommended Action** Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-3-PSS\_ERR : Purpose: [chars], URI: [chars], errcode: [dec]**

---

<b>Explanation</b>	Persistent Storage Service handling error
<b>Recommended Action</b>	Collect the Virt-manager logs and scan them for the cause.

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---

**%VMAN-3-PSS\_SNAPSHOT\_ERR : Source URI: [chars], Destination URI: [chars], errcode: [dec]**

---

<b>Explanation</b>	Persistent Storage Service snapshot error
<b>Recommended Action</b>	Collect the Virt-manager logs and scan them for the cause.

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**%VMAN-4-PACKAGE\_SIGNING\_LEVEL\_CHANGED : Package signing level changed from allow '[chars]' to allow '[chars]'**

---

<b>Explanation</b>	The package certificate signing level global setting has been changed via configuration under the virtual-service global sub-mode.
<b>Recommended Action</b>	Ensure that this setting has been changed as expected by an authorized user.

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**%VMAN-5-PACKAGE\_SIGNING\_LEVEL\_ON\_INSTALL : Package '[chars]' for service container '[chars]' is '[chars]', [chars] '[chars]'**

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<b>Explanation</b>	A service container software package with the certificate signing level described is being installed.
<b>Recommended Action</b>	Take note of the service container and software package. Verify the software package is expected to be (un)signed as described and has the appropriate contents. Uninstall the package if unsure of the package origins.

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**%VMAN-2-NETWORK\_CONFIG\_ERROR : Virtual Service[chars]**

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<b>Explanation</b>	A network configuration error has been detected for the named virtual service.
<b>Recommended Action</b>	No action is required

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**%VMAN-2-INSTALL\_LOG : [chars] [chars] [chars] [chars]**

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<b>Explanation</b>	The installation log of the named virtual service, is to provide more information about long running operation, that could affect the control of CLI
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**%VMAN-2-INSTALL\_LOG : [chars] [chars] [chars] [chars]**

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**Recommended Action** No action is required

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**%VMAN-2-UPGRADE\_LOG : [chars] [chars] [chars] [chars]**

---

**Explanation** The upgrade log of the named virtual service, is to provide more information about long running operation, that could affect the control of CLI

**Recommended Action** No action is required

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---

**%VMAN-2-INSTALL\_STATE : [chars] '[chars]'**[chars] [chars]

---

**Explanation** The installation state of the named virtual service has changed as notified by Virt-manager.

**Recommended Action** In the failed case, check Virt-manager's logs for the cause of the failure. In the successful case, this notification can be ignored.

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**%VMAN-2-UNINSTALL\_ALL\_VMS : All Virtual Services are being uninstalled [chars][chars] [chars]**

---

**Explanation** All virtual services are being uninstalled by Virt-manager.

**Recommended Action** Examine the reason given as to why all virtual services are being uninstalled for more information. If the reason indicated is due to some error condition, check Virt-manager's logs for the cause of the failure.

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**%VMAN-2-ACTIVATION\_STATE : [chars] '[chars]'** [chars] [chars]

---

**Explanation** The activation state of the named virtual service has changed as notified by Virt-manager.

**Recommended Action** In the failed case, check Virt-manager's logs for the cause of the failure. In the successful case, this notification can be ignored.

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**%VMAN-4-WATCHDOG\_TIMER : [chars] '[chars]'** [chars] [chars]

---

**Explanation** The watchdog timer configured for the named virtual service has expired.

**Recommended Action** Check any logs produced by the virtual service to determine the cause.

---

**%VMAN-2-HA\_SYNC\_ERR : [chars] '[chars]' [chars]**

**Explanation** The ha-sync persistent storage disk for the virtual service cannot be watched for sync to standby RP.

**Recommended Action** Collect the Virt-manager logs and scan them for the cause.

**%VMAN-4-VIRT\_SERV\_LIBVRTD\_WARN : VMAN not able to connect to the libvirt daemon after '[dec]' attempts**

**Explanation** VMAN has been unable to connect to the libvirt daemon. Virtualization services will not be available until this connection is made.

**Recommended Action** Collect the logs produced by 'show virt tech'

**%VMAN-2-DEACT\_FOR\_ISSU : [chars] Max ([int]s)**

**Explanation** An ISSU event is pending. Any active VMs will be automatically deactivated to allow ISSU preprocessing to validate the environment. Any ISSU-deactivated VMs will be automatically restarted if the ISSU is cancelled.

**Recommended Action** None. Allow the ISSU to continue and the VMs will restart when the ISSU completes or cancel the ISSU and vman will automatically

**%VMAN-2-RESET\_FORCE : Virtual Services non-recoverable reset command processed**

**Explanation** A 'virtual service reset force' command has been entered and processed. This action initiates a cleanup of last resort. Occasionally a VM will get into an unrecoverable state that prevents it from activating but also from uninstalling. This is a rare event but when it happens the only resort may be to remove the .conf control file and reboot, which forces a cleanup of all previously installed VM files and artifacts. Note that once this command is used, current VMs are considered to be in an unstable or unpredictable state, and all future install, uninstall, upgrade, and activation commands will be blocked.

**Recommended Action** Once the command is entered and accepted, there is no recourse but to restart the system.

**%VMAN-2-MOVE\_STATE : [chars] '[chars]' [chars] [chars]**

**Explanation** The move of the core or log file of the named virtual service has as been successful or failed as notified by Virt-manager.

**Recommended Action** In the failed case, check Virt-manager's logs for the cause of the failure. In the successful case, this notification can be ignored.

---

**%VMAN-2-RSYNC\_STATE : [chars] [chars] [chars] [chars]**

---

<b>Explanation</b>	VMAN tries to remote sync the virtual-instance configuration file and the OVA repository to all online nodes. If rsync fails even after consecutive retries, this notification would be raised.
<b>Recommended Action</b>	In the failed case, check Virt-manager's logs for the cause of the failure. Check for the rsync error code and root cause the same.

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**%VMAN-2-HA\_SYNC\_THREAD\_STATE : HA remote synchronize thread has failed and exited.**

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<b>Explanation</b>	VMAN tries to remote sync the OVA repository to all online nodes using a separate thread. If that thread fails, this notification would be raised.
<b>Recommended Action</b>	In the failed case, check Virt-manager's logs for the cause of the failure. Check for the pthread error msg and root cause the same.

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**%VMAN-2-HA\_STATE : [chars] [chars] [chars] [chars]**

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<b>Explanation</b>	VMAN tries to detect the role/slot of various nodes on HA events from the platform. If any of those event callbacks fail, this notification would be raised.
<b>Recommended Action</b>	In the failed case, check Virt-manager's logs for the cause of the failure. Check for the HA event error msg and root cause the same.

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**%VMAN-2-HA\_SWITCHOVER\_STATE : [chars] [chars] [chars] [chars]**

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<b>Explanation</b>	VMAN HA switchover state related messages for a virtual-service whilst it is being recovered on newly active RP after a HA switchover.
<b>Recommended Action</b>	In the failed case, check Virt-manager's logs for the cause of the failure. Check for the HA event error msg and root cause the same.

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**%VMAN-4-HA\_SYNC\_NEEDED : If using the guest shell, please use 'guestshell sync' if you want to preserve state on standby in case of supervisor switchover**

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<b>Explanation</b>	Message notifying user that he needs to manually synchronize the Virtual service contents to standby supervisor in order to preserve these contents in case of a supervisor switchover. Currently only applicable to the guest shell
<b>Recommended Action</b>	User can type the 'guestshell sync' command on active supervisor to synchronize it's contents to the standby supervisor if desired.

---

**%VMAN-2-RESIZE\_OPER\_STATE : Virtual service '[chars]' [chars][chars] to '[int]' [chars]**

<b>Explanation</b>	VMAN attempts to resize various VM parameters like rootfs size, CPU share, memory if requested by user. Success/failure status messages for these resize operations are communicated by this syslog.
<b>Recommended Action</b>	In the failed case, check Virt-manager's logs for the cause of the failure. Check for the HA event error msg and root cause the same.

**%VMAN-2-GUESTSHELL\_ENABLED : The guest shell has been enabled. The command '[chars]' may be used to access it, '[chars] destroy' to remove it.**

<b>Explanation</b>	Informs the user that the guest shell virtual service has been enabled (which is done by default).
<b>Recommended Action</b>	The user may use or remove the guest shell with the commands specified.

**%VMAN-5-PERMISSION\_DENIED : Virtual Service '[chars]' is not owned by client IOSd**

<b>Explanation</b>	An attempt was made to modify a virtual-service that is not owned by the client. The request was rejected.
<b>Recommended Action</b>	No action is required.

**VOICE\_HA****%VOICE\_HA-7-STATUS : [chars].**

<b>Explanation</b>	VOICE HA INFRA info/status messages.
<b>Recommended Action</b>	None

**%VOICE\_HA-1-SELF\_STATE\_PROTECTED : [chars] RG[[dec]] [chars].**

<b>Explanation</b>	VOICE HA functionality has been disabled in this router due to call checkpointing failure.
<b>Recommended Action</b>	Router need immediate reload.

**%VOICE\_HA-1-INTERFACE\_DOWN : [chars] RG[[dec]] [chars].**

<b>Explanation</b>	Interface went down
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**%VOICE\_HA-1-INTERFACE\_DOWN : [chars] RG[[dec]] [chars].**

**Recommended  
Action**

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**%VOICE\_HA-5-PEER\_STATE\_READY : [chars] RG[[dec]] VOICE HA Peer exiting from PROTECTED state.**

**Explanation** VOICE HA functionality is enabled on peer.

**Recommended  
Action**

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**%VOICE\_HA-5-PEER\_STATE\_PROTECTED : [chars] RG[[dec]]. HA functionality disabled for Voice.**

**Explanation** VOICE HA functionality is disabled on the peer. due to call checkpointing failure.

**Recommended  
Action** Peer Router need immediate reload.

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**%VOICE\_HA-2-BULK\_SYNC\_ERR : [chars].**

**Explanation** VOICE HA INFRA encountered a bulk-sync error.

**Recommended  
Action** Collect requested data/traceback and forward to the voice-ha component.

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**%VOICE\_HA-2-SYM\_DATA\_COLLECT\_ERR : UC-INFRA HA module [chars] reported DATA COLLECT failure (CID:[dec]) with error code [dec].**

**Explanation** Specified HA module reported error during call leg data collection.

**Recommended  
Action** Collect requested data/traceback and forward to the appropriate DDTS-component/module owner of the specified HA module for investigation.

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**%VOICE\_HA-3-DATA\_COLLECT\_ERR : ([chars]): HA Module [chars] reported DATA COLLECT failure (mainst ID:[dec], CID:[dec]).**

**Explanation** Specified HA module reported error during call leg data collection.

**Recommended  
Action** Collect requested data and forward to the appropriate DDTS-component/module owner of the specified HA module for investigation.

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**%VOICE\_HA-2-SYM\_DATA\_RECREATE\_ERR : UC-INFRA HA module [chars] reported RECREATE failure (CID:[dec]) with error code [dec].**

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<b>Explanation</b>	Specified HA module reported error during call leg re-create.
<b>Recommended Action</b>	Collect requested data/traceback and forward to the appropriate DDTS-component/module owner of the specified HA module for investigation.

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**%VOICE\_HA-3-DATA\_RECREATE\_ERR : ([chars]): HA Module [chars] reported [chars] RECREATE failure (mainst ID:[dec], CID:[dec]).**

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<b>Explanation</b>	Specified HA module reported error during call leg re-create.
<b>Recommended Action</b>	Collect requested data and forward to the appropriate DDTS-component/module owner of the specified HA module for investigation.

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**%VOICE\_HA-1-DATA\_RECREATE\_ERR\_THRESHOLD : ([chars]): RECREATE\_ERR have exceeded threshold counts; performance degradation may occur. Most recent error: Module [chars] reported [chars] RECREATE failure (mainst ID:[dec], CID:[dec]) on STANDBY.**

---

<b>Explanation</b>	Specified HA module reported error during call leg re-create.
<b>Recommended Action</b>	Collect requested data and forward to the appropriate DDTS-component/module owner of the specified HA module for investigation.

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**%VOICE\_HA-2-SWITCHOVER\_IND : [chars].**

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<b>Explanation</b>	VOICE HA detected a failover transition on the STANDBY to become the new ACTIVE.
<b>Recommended Action</b>	Verify calls on the new ACTIVE. Peer needs to be in STANDBY mode before the next failover.

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## VOICE\_IEC

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**%VOICE\_IEC-3-GW : [chars]: Internal Error ([chars]): IEC=[dec].[dec].[dec].[dec].[dec].[dec] on callID [dec] [chars]**

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<b>Explanation</b>	An internally-detected error has caused a voice call to be released or terminated. An Internal Error Code (IEC) has been generated to report the error. This IEC will be logged in the accounting record for this call. In addition it is being reported through syslog because of the <code>voice iec syslog</code> configuration.
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**%VOICE\_IEC-3-GW : [chars]: Internal Error ([chars]): IEC=[dec].[dec].[dec].[dec].[dec].[dec] on callID [dec] [chars]**

**Recommended Action** Refer to the IEC Error Message Decoder at <http://www.cisco.com/univercd/cc/td/doc/product/voice/vtgemd.htm> and enter the IEC, or enter the **show voice iec description IECvalue** command, with **IECvalue** being the value of the IEC that was received, for more information on the details of this error. It is possible some debugging actions might also indicate the cause of the error.

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**%VOICE\_IEC-3-GK : [chars]: Internal Error ([chars]): IEC=[dec].[dec].[dec].[dec].[dec].[dec] on GUID [chars] confid [chars]**

**Explanation** An internally-detected error has caused a voice call to be released or terminated. An Internal Error Code (IEC) has been generated to report the error. This IEC will be logged in the accounting record for this call. In addition it is being reported through syslog because of the **voice iec syslog** configuration.

**Recommended Action** Refer to the IEC Error Message Decoder at <http://www.cisco.com/univercd/cc/td/doc/product/voice/vtgemd.htm> and enter the IEC, or enter the **show voice iec description IECvalue** command, with **IECvalue** being the value of the IEC that was received, for more information on the details of this error. It is possible some debugging actions might also indicate the cause of the error.

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**%VOICE\_IEC-3-EXT : Externally-generated Internal Error Code received: [dec].[dec].[dec].[dec].[dec].[dec]**

**Explanation** Some external entity has initiated the termination of a voice call. It has signalled its Internal Error Code to this gateway, to be reported in the accounting record for this call. In addition, it is being reported through syslog because of the **voice iec syslog** configuration.

**Recommended Action** Refer to the IEC Error Message Decoder at <http://www.cisco.com/univercd/cc/td/doc/product/voice/vtgemd.htm> and enter the IEC, or enter the **show voice iec description IECvalue** command, with **IECvalue** being the value of the IEC that was received, for more information on the details of this error. It is possible some debugging actions might also indicate the cause of the error.

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## VPDN

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**%VPDN-6-CLOSED : [chars] [chars][chars] closed [chars] [chars] [chars][chars][chars]**

**Explanation** The remote server, typically the HGW/LNS closed this session. The reason for the closure is encoded in a hexadecimal format and corresponds to the particular protocol descriptions i.e. for L2F the values are documented in section 4.4.5 of the Internet Draft. A description string may also be present which describes the closure reason.



**%VPDN-6-CLOSED : [chars] [chars][chars] closed [chars] [chars] [chars][chars][chars]**

**Recommended Action** Check configuration on the NAS/LAC or HGW/LNS

**%VPDN-6-DOWN : [chars] [chars][chars] changed state to down [chars] [chars] [chars][chars][chars]**

**Explanation** The remote server, typically the HGW/LNS closed this tunnel. The reason for the closure is encoded in a decimal format, which corresponds to the particular protocol descriptions i.e. for L2F the values are documented in section 4.4.5 of the Internet Draft. A description string may also be present which describes the closure reason.

**Recommended Action** Check configuration on the NAS/LAC or HGW/LNS

**%VPDN-6-AUTHENERR : [chars] [chars][chars] cannot authenticate for [chars] [chars] [chars][chars][chars]**

**Explanation** The NAS/LAC or HGW/LNS is unable to locate a AAA server for the purposes of authenticating the user or tunnel. An error of this type indicates that the router was unable to establish a network connection with the designated/configured server. A reason string may also be present to provide further information.

**Recommended Action** Check AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

**%VPDN-6-AUTHENFAIL : [chars] [chars][chars], [chars]authentication failure [chars]for [chars] [chars] [chars][chars][chars]**

**Explanation** The NAS/LAC or HGW/LNS has failed to authenticate a user or a tunnel, or the HGW/LNS has failed authentication with the client which initiated the session. For authentication failures of the user or tunnel a reason string should be present which will indicate the point of failure. When a client fails to authenticate the HGW a reason string may be present depending upon the point of failure.

**Recommended Action** Check username configuration on the NAS/LAC or HGW/LNS and possibly even the client if the HGW/LNS is failing authentication, removing the negotiation of outbound authentication is one possible solution i.e. only authenticate the user in the inbound direction. If AAA is applicable, check AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

**%VPDN-6-AUTHORERR : [chars] [chars][chars] cannot authorize for [chars] [chars] [chars][chars][chars]**

**Explanation** The NAS/LAC or HGW/LNS is unable to locate a AAA server for the purposes of authorizing the user or tunnel. An error of this type indicates that the router was unable to establish a network connection with the designated/configured server. A reason string may also be present to provide further information.

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**%VPDN-6-AUTHORERR : [chars] [chars][chars] cannot authorize for [chars] [chars] [chars][chars][chars]**

**Recommended Action** Check AAA configuration on the NAS/LAC or HGW/LNS and network connectivity to the AAA server(s).

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**%VPDN-6-AUTHORFAIL : [chars] [chars][chars], [chars]authorization failure for [chars] [chars] [chars][chars][chars]**

**Explanation** The NAS/LAC or HGW/LNS has failed to authorize a user or a tunnel. A reason string may be present to indicate the point of failure.

**Recommended Action** Check authorization configuration on the NAS/LAC or HGW/LNS. If AAA is applicable, check network connectivity to the AAA server(s).

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**%VPDN-5-UNREACH : [chars] [chars][chars] is unreachable**

**Explanation** The NAS/LAC or HGW/LNS has timed out attempting to establish a tunnel connection to a HGW/LNS or NAS/LAC. This may be due to network or authentication/authorization issues.

**Recommended Action** Check configuration on the NAS/LAC or HGW/LNS, check network connectivity between the NAS/LAC and HGW/LNS. Check if the tunnel setup needs to have a different source IP address from that of the NAS/LAC.

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**%VPDN-5-NOIDB : [chars] [chars][chars] unable to terminate user [chars]**

**Explanation** The HGW/LNS is out of resources to create sessions for VPDN forwarded users, in particular it has reached the maximum number of interfaces allowed on the router.

**Recommended Action**

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**%VPDN-4-SESSIONERROR : [chars] [chars][chars] unable to terminate user [chars][chars][chars]**

**Explanation** The HGW/LNS was unable to complete the forwarding of the VPDN user due to an internal error. This error may be resource related or configuration related. A reason string may be present to indicate the point of failure.

**Recommended Action** Check the configuration on the HGW/LNS

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**%VPDN-3-NORESOURCE : [chars] [chars][chars] no resources for user [chars][chars][chars]**

**Explanation** The NAS/LAC or HGW/LNS is out of resources for the forwarding of a VPDN user.

**Recommended Action**

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**%VPDN-6-TIMEOUT : [chars] [chars][chars] disconnected [chars] [chars] [chars][chars][chars]**

**Explanation** The NAS/LAC or HGW/LNS has disconnected the user due to the expiration of a timer, this may be e.g. PPP negotiation related or an absolute timeout for the session.

**Recommended  
Action**

**%VPDN-6-SOFTSHUT : [chars] [chars][chars] has turned on softshut and rejected [chars] [chars] [chars][chars][chars]**

**Explanation** The NAS/LAC or HGW/LNS can no longer accept new connection when softshut has been turned on. Existing session will continue until termination.

**Recommended  
Action**

**%VPDN-4-REFUSED : Session for [chars] Refused status = [hex]**

**Explanation** The remote server refused this session.

**Recommended  
Action** Check configuration on the HG or LNS

**%VPDN-6-RESIZE : Updated [chars] MID table size to [int]**

**Explanation** The NAS/LAC or HGW/LNS has altered the size of the session table through command line configuration.

**Recommended  
Action**

**%VPDN-6-MAX\_SESS\_EXCD : [chars] [chars][chars] has exceeded configured local session-limit and rejected [chars] [chars] [chars][chars][chars]**

**Explanation** The NAS/LAC or HGW/LNS has refused this session since the configured maximum VPDN session limit has been reached.

**Recommended  
Action**

**%VPDN-3-IP\_SWITCH\_ERR : I2x ip switching vector not installed**

**Explanation** Platform dependent I2x ip cef switching module is missing.

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**%VPDN-3-IP\_SWITCH\_ERR : I2x ip switching vector not installed****Recommended****Action**

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**%VPDN-3-DROP\_ADDR\_MISMATCH : [chars]****Explanation** The remote server changed its address.**Recommended Action** Change initiate-to configuration at the LAC to point to the exact IP address LNS will use

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**%VPDN-6-VPDN\_DEADCACHE\_EVENT : LSG dead cache entry [IP\_address] [chars]****Explanation** A dead cache entry status is changed in the VPDN Load Sharing Group (LSG) table. The event could be 'Added', where a LSG entry goes Down, 'Deleted', where an entry moves out of the Down status, or 'Cleared', where an entry is cleared by a user.**Recommended****Action**

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**%VPDN-6-TUNNEL\_IN\_RESYNC : [chars] [chars] [chars] tunnel is in HA resync, reject [chars] [chars] [chars]****Explanation** The tunnel towards the peer is still in High Availability (HA) resync, hence it cannot bring up any new sessions until the resync is complete.**Recommended Action** It is normal for this to occur during tunnel High Availability (HA) resync phase. New sessions cannot be brought up on a tunnel that is in HA resync. Once resync is complete, new sessions can be brought up on this tunnel.

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**%VPDN-6-QUEUED\_PACKET\_INFO : UnsetQ reached msg alert threshold. local\_cc\_id=[int], unsetQ=[int], resendQ=[int], max\_unsentQ=[int], max\_resendQ=[int]****Explanation** UnsetQ size has reached the message alert threshold. Message alert threshold can be configured through CLI 'vpdn queue-size-alert <num>'.**Recommended****Action**

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**VRFS**

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**%VRFS-3-SBINIT : Error initializing [chars] subblock data structure. [chars]****Explanation** Initialization of the specified subblock data structure could not be accomplished.

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**%VRFS-3-SBINIT : Error initializing [chars] subblock data structure. [chars]**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%VRFS-3-SBNOFN : Missing [chars] subblock [chars] function for [chars]**

<b>Explanation</b>	Functions for distributing this subblock are missing from the image.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**VRRP****%VRRP-6-STATECHANGE : [chars] Grp [dec] state [chars] -> [chars]**

<b>Explanation</b>	The VRRP router has changed state
<b>Recommended Action</b>	No action is required.

**%VRRP-4-BADAUTHTYPE : Bad authentication from [IP\_address], group [dec], type [dec], expected [dec]**

<b>Explanation</b>	Two routers participating in VRRP disagree on the valid authentication type.
<b>Recommended Action</b>	Use the vrrp authentication command to repair the VRRP authentication discrepancy between the local system and the one whose IP address is reported.

**%VRRP-4-BADAUTH : Bad authentication from [IP\_address], group [dec], type [dec]**

<b>Explanation</b>	Two routers participating in VRRP disagree on authentication
<b>Recommended Action</b>	Use the vrrp authentication command to repair the VRRP authentication discrepancy between the local system and the one whose IP address is reported.

**%VRRP-3-ERROR : Internal error, [chars]**

<b>Explanation</b>	An internal software error occurred.
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**%VRRP-3-ERROR : Internal error, [chars]**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%VRRP-4-WARN : Internal warning, [chars]**

<b>Explanation</b>	An internal software warning occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VRRP-4-CFG\_WARN : [chars]**

<b>Explanation</b>	There is a mismatch in the number of additional addresses advertised by the peer; or the addresses are mis-ordered in the peer advertisement.
<b>Recommended Action</b>	No action is required.

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**%VRRP-6-STATE : [chars]**

<b>Explanation</b>	The VRRP router has changed state.
<b>Recommended Action</b>	No action is required.

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**%VRRP-6-INFO : Internal info, [chars]**

<b>Explanation</b>	An internal software information message occurred.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**VRRS****%VRRS-3-ACCTFORFAIL : Failed to start accounting process. Accounting-off records may not be sent.**

**Explanation** Failed to create the accounting process.

**Recommended Action** Free up some memory.

**%VRRS-3-ERROR : Internal error, [chars]**

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VRRS-4-WARN : Internal warning, [chars]**

**Explanation** An internal software warning occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%VRRS-6-STATE : [chars]**

**Explanation** The VRRS router has changed state.

**Recommended Action** No action is required.

**%VRRS-6-INFO : Internal info, [chars]**

**Explanation** An internal software information message occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

# VSTATS through X25

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## VSTATS

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### %VSTATS-6-VCSR : SEQ=[int]:[chars]

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<b>Explanation</b>	The text data are pushed out as voice call statistics records(VCSR).
<b>Recommended Action</b>	The statistics text data should be reordered with the given SEQ number if one large message is chopped into multiple segments. The text data can be parsed/uploaded to be processed in more elegant form.

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### %VSTATS-6-IEC : SEQ=[int]:[chars]

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<b>Explanation</b>	The text data are pushed out as internal error code(IEC).
<b>Recommended Action</b>	The statistics text data should be reordered with the given SEQ number if one large message is chopped into multiple segments. The text data can be parsed/uploaded to be processed in more elegant form.

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## VTCP

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### %VTCP-3-VTCP\_CREATE\_CB\_MALLOC\_FAILED :

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<b>Explanation</b>	Malloc failed during VTCP create callback.
<b>Recommended Action</b>	LOG_STD_ACTION

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**VTSP****%VTSP-3-NOEVENT : no free event structure available from [chars] for DSP message**

<b>Explanation</b>	There were no event structures remaining in the system pools to alert the router of a voice or signaling event.
<b>Recommended Action</b>	Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

**%VTSP-3-CAPABILITYMISMATCH : voice port [chars]: call connection id [[hex] [hex] [hex] [hex]]**

<b>Explanation</b>	There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.
<b>Recommended Action</b>	Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

**%VTSP-3-DSPALARM : channel [chars], DSP ID [hex]: status=[hex] message=[hex] text=[chars]**

<b>Explanation</b>	The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.
<b>Recommended Action</b>	Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

**%VTSP-3-FSM\_ERROR : [chars]**

<b>Explanation</b>	Internal Finite State Machine Error.
<b>Recommended Action</b>	Contact your technical support representative, include the full text of the error message.

**%VTSP-3-DSP\_TIMEOUT : DSP timeout on channel [chars], event [hex]: DSP ID=[hex]: [chars] (call mode=[dec])**

<b>Explanation</b>	Timeout on DSP response.
<b>Recommended Action</b>	The DSP has been automatically reset. If problem persists, contact your technical support representative

**%VTSP-4-FSM\_BAD\_EVENT : Invalid FSM Input on channel [chars]: state=[chars] event=[dec]**

<b>Explanation</b>	Internal state machine illegal input. This message represents an internal software fault and may manifest itself as dropped or hung calls.
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**%VTSP-4-FSM\_BAD\_EVENT : Invalid FSM Input on channel [chars]: state=[chars] event=[dec]**

**Recommended Action** Contact your field service representative if indication is coincident with dropped or hung calls.

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**%VTSP-3-DOCALLHISFAIL : vtsp\_do\_call\_history: [chars]**

**Explanation** Allocate or insert an active VTSP call record into call history list failed.

**Recommended Action** No action is required.

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**%VTSP-3-MSGSNDFAIL : channel:[chars] DSP ID:[hex] Message ID:[hex]**

**Explanation** A message could not be sent to the DSP. The call continued but may have experienced problems.

**Recommended Action** Verify that the DSP is still functioning properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

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**%VTSP-3-VTSP\_BLOCK : vtsp\_call\_block allocate failed**

**Explanation** VTSP call block allocation failed.

**Recommended Action** Add more memory

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**%VTSP-3-VTSP\_CALL\_INFO\_CHUNK : VTSP callInfo chunk creation failed.**

**Explanation** Creation of VTSP callInfo chunk failed due to lack of memory.

**Recommended Action** Add more memory.

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**%VTSP-3-VTSP\_DB\_ERR : vtsp\_call\_block database error**

**Explanation** Internal VTSP call block database error. This message represents an internal software fault and may manifest itself as dropped or hung calls.

**Recommended Action** Contact your technical support representative, include the full text of the error message.

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**%VTSP-3-VTSP\_HAIRPINN : hairpin peer cdb does not exist, cdb [hex], dst\_call\_id [dec]**

<b>Explanation</b>	A hairpin call setup failed because the other call leg does not exist.
<b>Recommended Action</b>	Contact your technical support representative. Report the configuration, and the full text of the error message.

**%VTSP-3-VTSP\_HAIRPIN\_NOTPOSSIBLE : Call can't be hairpinned. cdb [hex], dst\_cdb [hex], dst\_call\_id [dec]**

<b>Explanation</b>	A DSP-less call could not be hairpinned.
<b>Recommended Action</b>	Check the dial-peer configuration.

**%VTSP-3-VTSP\_HAIRPIN\_FAILED : Call hairpinning failed. cdb [hex], dst\_cdb [hex], dst\_call\_id [dec]**

<b>Explanation</b>	A DSP-less call could not be hairpinned.
<b>Recommended Action</b>	Under heavy traffic, this failure may happen because no TDM resources were available. Contact your technical support representative, include the full text of the error message.

**%VTSP-3-VTSP\_CALL\_DISC\_FAILED : VTSP call disconnect failed. channel id [chars], ret [dec]**

<b>Explanation</b>	VTSP call disconnect could not be successfully passed and it may result hung calls.
<b>Recommended Action</b>	Contact your technical support representative. Report the configuration and full text of the error message.

**%VTSP-4-VTSP\_PLAR\_TIE\_FAILED : VTSP connection plar tie set up failed. channel id [chars], cause [dec]**

<b>Explanation</b>	Connection plar tie set up failed for non-normal reason
<b>Recommended Action</b>	Contact your technical support representative. Report the configuration and full text of the error message.

**%VTSP-6-UNKNOWN\_EXT\_AGENT\_RESET\_ATTEMPT : Request to reset an unknown external agent (ID [dec]) attempted. Attempt ignored.**

<b>Explanation</b>	A request to reset an external agent (eg H323 Gatekeeper or MGCP CA etc) was attempted but IOS doesn't know how to process the request. This is not usually a problem for the router. It does however mean that the external agent for whom the reset was intended never got it.
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**%VTSP-6-UNKNOWN\_EXT\_AGENT\_RESET\_ATTEMPT : Request to reset an unknown external agent (ID [dec]) attempted. Attempt ignored.**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%VTSP-6-LONG\_DUR\_CALL\_DETECTED : Long Duration Call is detected [chars]**

<b>Explanation</b>	The call is active for configured duration of long call
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%VTSP-2-H320\_MATCH\_CALL\_QUEUE\_ERROR : Memory corruption is found on H.320 Primary Call Match Data Queue. Queue Size=[dec]**

<b>Explanation</b>	Failed to match an H.320 primary call for an incoming call due to memory corruption.
<b>Recommended Action</b>	Contact your technical support representative. Report the configuration and full text of the error message.

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## WANPHY

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**%WANPHY-4-WANALARM : [chars]: [chars] [chars]**

<b>Explanation</b>	The specified WANPHY Alarm has been declared or cleared.
<b>Recommended Action</b>	Recommended action is to repair the source of the alarm.

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## WCCP

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**%WCCP-1-SERVICELOST : Service [chars][chars][chars] lost on WCCP client [chars]**

<b>Explanation</b>	WCCP has lost the service associated the specified WCCP client
<b>Recommended Action</b>	Verify the operation of the specified WCCP client

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**%WCCP-5-SERVICEFOUND : Service [chars][chars][chars] acquired on WCCP client [chars]**

<b>Explanation</b>	WCCP has acquired a service on the specified WCCP client
<b>Recommended Action</b>	No action is required.

**%WCCP-5-SERVICEMISMATCH : Service [chars][chars][chars] mismatched on WCCP client [chars]**

<b>Explanation</b>	WCCP has rejected a mismatched service on the specified WCCP client
<b>Recommended Action</b>	Amend the WCCP service definition

**%WCCP-1-SERVICELIST : Failed to derive service [chars][chars][chars] from service-list [chars]**

<b>Explanation</b>	The WCCP Access Control List used to define the specified closed service has been modified and can no longer be used to create the service. The service has been marked as inactive. Either change the configuration to an Open service or update the ACL to correctly identify the desired service
<b>Recommended Action</b>	Update the service-list ACL to correctly define the desired service

**%WCCP-3-SBCREATEFAIL : Unable to allocate [chars] WCCP subblock on interface [chars]**

<b>Explanation</b>	An internal error indicating that the WCCP process was unable to allocate memory to hold interface specific service information
<b>Recommended Action</b>	Ensure that there is enough memory available for all processes

**%WCCP-3-SBADDFAIL : Unable to add [chars] WCCP subblock on interface [chars]**

<b>Explanation</b>	An internal error indicating that the WCCP process was unable to attach interface specific service information
<b>Recommended Action</b>	Ensure that there is enough memory available for all processes

**%WCCP-3-BADACE : Service [chars][chars][chars], invalid access-list entry (seq:[dec] reason:[chars])**

<b>Explanation</b>	The Access Control List associated with the specified WCCP service contains an incompatible entry. The hardware cannot process the resultant merged access list and will fall back to software based netflow switching
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**%WCCP-3-BADACE : Service [chars][chars][chars], invalid access-list entry (seq:[dec] reason:[chars])**

**Recommended Action** Update the Access Control List to remove or change the incompatible entry

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**%WCCP-3-SBINIT : Error initializing [chars] WCCP subblock data structure. [chars]**

**Explanation** Initialization of the specified subblock data structure could not be accomplished.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WCCP-3-CAP\_API\_INI : Failed to initialize WCCP platform parameter [int]**

**Explanation** Initialization of a WCCP platform parameter failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WCCP-3-CAP\_API\_DEF : Failed to set WCCP platform parameter defaults [hex] ([chars])**

**Explanation** The platform failed to set the WCCP platform parameter defaults.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WCCP-3-CAP\_API\_GET : Failed to get WCCP platform parameter [int] ([chars])**

**Explanation** The platform failed to read a WCCP platform parameter.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WCCP-3-CAP\_API\_SET : Failed to set WCCP platform parameter [int] to [int] ([chars])**

<b>Explanation</b>	The platform failed to modify a WCCP platform parameter.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

**%WCCP-3-SIFIGNORED : source-interface [chars] ignored ([chars])**

<b>Explanation</b>	The configured source interface has been ignored whilst determining the WCCP router ID.
<b>Recommended Action</b>	Use the indicated reason message to determine why WCCP refused to use the configured interface as its router ID.

**WEBSERVER****%WEBSERVER-5-LOGIN\_PASSED :**

<b>Explanation</b>	Login successful
<b>Recommended Action</b>	No action is required

**%WEBSERVER-5-LOGIN\_FAILED :**

<b>Explanation</b>	Login unsuccessful when user/password is invalid
<b>Recommended Action</b>	No action is required

**%WEBSERVER-5-SESS\_LOGOUT :**

<b>Explanation</b>	Logout successful
<b>Recommended Action</b>	No action is required

**%WEBSERVER-5-SESS\_TIMEOUT :**

<b>Explanation</b>	Session Timeout
<b>Recommended Action</b>	No action is required

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**%WEBSERVER-5-CONNECTION\_FAILED :**

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<b>Explanation</b>	Failure reason for SSL connection
<b>Recommended Action</b>	No action is required

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**WLCLIENT\_IPSG\_PROXY**

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**%WLCLIENT\_IPSG\_PROXY-3-WLS\_IPSG\_MEM\_REQ\_FAILED : WLCLIENT IPSG IPC subtype: [dec]**

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<b>Explanation</b>	Requesting more memory failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WLCLIENT\_IPSG\_PROXY-3-WLS\_IPSG\_MEM\_EXTEND\_FAILED : WLCLIENT IPSG IPC subtype: [dec]**

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<b>Explanation</b>	Extending memory failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WLCLIENT\_IPSG\_PROXY-4-PROXY\_INVALID\_MSG\_LEN : QFP WLCLIENT IPSG Proxy IPC invalid length, [dec]:[dec] len [dec] flags [hex] source [dec]**

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<b>Explanation</b>	Cisco internal software error. QFP WLCLIENT IPSG Proxy received invalid IPC message length from control plane. This message will be ignored.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WLCLIENT\_IPSG\_PROXY-4-PROXY\_INVALID\_MSG : QFP WLCLIENT IPSG Proxy received invalid message type [dec]**

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<b>Explanation</b>	Cisco internal software error. QFP WLCLIENT IPSG Proxy received an invalid message from control plane. This message will be ignored.
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**%WLCLIENT\_IPSG\_PROXY-4-PROXY\_INVALID\_MSG : QFP WLCLIENT IPSG Proxy received invalid message type [dec]**

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WLCLIENT\_IPSG\_PROXY-2-PROXY\_IPC\_INIT\_FAILED : QFP WLCLIENT IPSG Proxy IPC interface initialization failure (result: [dec]).**

**Explanation** Cisco internal software error. QFP WLCLIENT IPSG Proxy initialization detected that the IPC interface initialization failed. QFP WLCLIENT IPSG proxy will not be functional while this condition exists.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WLCLIENT\_IPSG\_PROXY-3-PROXY\_BAD\_MSG : QFP WLCLIENT IPSG Proxy received bad length message type [dec]**

**Explanation** Cisco internal software error. QFP WLCLIENT IPSG Proxy received a corrupted message from control plane. This message will be ignored.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WLCLIENT\_IPSG\_PROXY-3-PROXY\_IPC\_ALLOC\_FAILED : QFP WLCLIENT IPSG Proxy [chars] message lost due to message buffer allocation failure.**

**Explanation** Cisco internal software error. QFP WLCLIENT IPSG Proxy message processing detected a message buffer allocation failure. The message is lost as the result of this condition.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WLCLIENT\_IPSG\_PROXY-3-PROXY\_IPC\_SEND\_FAILED : QFP WLCLIENT IPSG Proxy [chars] message lost due to message sent failure (result: [dec]).**

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<b>Explanation</b>	Cisco internal software error. QFP WLCLIENT IPSG Proxy message processing detected a message sent failure. The message is lost as the result of this condition.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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### WLS\_FQDN\_PROXY

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**%WLS\_FQDN\_PROXY-3-PROXY\_IPC\_INIT\_FAILED : [dec]**

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<b>Explanation</b>	IPC handler initialization failed.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%WLS\_FQDN\_PROXY-4-PROXY\_IPC\_INVALID\_MSG : [hex]**

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<b>Explanation</b>	Received an invalid IPC messages subtype.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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### WUILOGIN

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**%WUILOGIN-2-INITIALIZATION\_FAILED : WebUI standalone login initialization failed.**

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<b>Explanation</b>	The attempt to access the web user interface using the wuilogin access module failed. The wuilogin access module is used to authenticate web user interface access only when the IOS integrated webserver, which is enabled using the ip http server command, or the IOS process is down or disabled.
<b>Recommended Action</b>	Note the time of the error and check the web user interface log (wuilogin-*.log) for additional information on why the attempt to access the web user interface failed.

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**%WUILOGIN-2-AUTHENTICATION\_SYSTEM\_FAILED : WebUI standalone authentication process failed.  
Reason: [chars]**

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<b>Explanation</b>	During the id and password validation phase of the wuilogin access module authentication attempt, an exception occurred. This message usually occurs as a result of a failure of the underlying PAM authentication module.
<b>Recommended Action</b>	Note the time of the error and check the web user interface log (wuilogin-*.log) for additional information on why the attempt to access the web user interface failed.

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**X25**

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**%X25-2-ILLP4 : Interface [chars], Illegal state [chars] when P4**

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<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	If any of these messages recur, call your technical support representative for assistance.

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**%X25-3-NOLCI : Interface [chars], Delete: lci [dec] not found in [chars] table**

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<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	If any of these messages recur, call your technical support representative for assistance.

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**%X25-3-UNKNOWNPROT : [chars] : Unable to identify lower layer protocol**

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<b>Explanation</b>	IDB is not using X25 and IDB is not capable of supporting CMNS.
<b>Recommended Action</b>	Check your hardware configuration or contact your technical support representative for assistance.

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**%X25-3-X25NOTAVAIL : [chars] : Lower layer protocol is not available**

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<b>Explanation</b>	The required lower layer service is unavailable.
<b>Recommended Action</b>	Check your configuration or contact your technical support representative for assistance.

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**%X25-3-BADCONFIGATTEMPT : Attempt to [chars].**

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<b>Explanation</b>	The user attempted an illegal configuration.
<b>Recommended Action</b>	The error will indicate what illegal action was attempted. The user should check their configuration and if necessary contact technical support representative for assistance.

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**%X25-3-NOTFINDBH : Can't find bfe host address [IP\_address] to delete**

<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	If any of these messages recur, call your technical support representative for assistance.

**%X25-3-INTIMEQ : Interface [chars], LCN [dec] already in timer queue, new time %#Ta**

<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	If any of these messages recur, call your technical support representative for assistance.

**%X25-3-BADCONFIG : Interface [chars], X.25 [chars], current config. retained**

<b>Explanation</b>	The interface's X.25 configuration is not valid; the existing configuration was not changed.
<b>Recommended Action</b>	Verify the following: The interface's switched virtual circuit ranges do not overlap; for nonzero values, lic <= hic < ltc <= htc < loc <= hoc. (For more information, refer to Configuring Virtual Circuit Ranges in the Router Products Configuration Guide.) If an incoming-only range is defined, check that it is numerically less than the two-way range. If an outgoing-only range is defined, check that it is numerically greater than the two-way range. No virtual circuit high/low parameter is zero unless its partner low/high parameter is also zero. The default window sizes are less than the interface modulo.

**%X25-3-PVCBAD : Interface [chars], PVC [dec], [chars]**

<b>Explanation</b>	A switched PVC cannot be connected. The final [chars] text string in the message represents the state of the PVC. These text strings can also appear in show x25-vc output. For more information, refer to the show x25-vc documentation in the Router Products Command Reference publication.
<b>Recommended Action</b>	Validate the configuration of the PVCs at both ends of the connection, and reconfigure them if necessary.

**%X25-3-XOTPROTOCOL : XOT protocol error from [IP\_address]: [chars]**

<b>Explanation</b>	A protocol error was detected over an X.25-over-TCP (XOT) connection, causing the connected VC to close. A flaw may exist in the remote host's XOT implementation.
<b>Recommended Action</b>	If this message recurs, call your technical support representative for assistance.

**%X25-4-VCLOSTSYNC : Interface [chars], VC [dec] TCP connection [chars]**

<b>Explanation</b>	An X.25 circuit that is being tunneled over a TCP connection between routers was cleared ungracefully. The last [chars] text string in the message can take one of two forms. If the text string is closed unexpectedly, the router at the remote end of the connection was rebooted, or the connection failed. If the text string is connection corrupted, it is likely that the connection was made to a router running an older software release.
<b>Recommended Action</b>	If the text string is closed unexpectedly, reestablish the connection after the remote router or intervening network is operational. If the text string is connection corrupted, upgrade the router at the other end of the connection to a more recent software release.

**%X25-4-BADUPCALL : Interface [chars], Unexpected call ([chars]) from LLC2 DTE=[hex][hex],[hex][hex],[hex][hex].**

<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	If any of these messages recur, call your technical support representative for assistance.

**%X25-4-DEBUG\_LCI : LCI deleted at interrupt time**

<b>Explanation</b>	An internal software error occurred.
<b>Recommended Action</b>	If any of these messages recur, call your technical support representative for assistance.

**%X25-4-RANGEUNUSED : Interface [chars], [chars] VC range unused; set limits to zero**

<b>Explanation</b>	An outgoing-only or incoming-only virtual circuit range exactly overlaps the two-way virtual circuit range. This was the former method for specifying that a virtual circuit range was not used. The current method is to set the range limits to zero.
<b>Recommended Action</b>	Use the privileged copy running-config startup-config command to write the configuration to memory. This will store the modified (zero) range limits.

**%X25-4-LARGEPKSIZE : Interface [chars], [chars] packet sizes [dec]/[dec] too large; lower values will be negotiated**

<b>Explanation</b>	The interface's default packet sizes or outgoing packet size facility values are too large to be carried by Link Access Procedure, Balanced (LAPB).
<b>Recommended Action</b>	The router will negotiate lower packet size values automatically. The LAPB N1 value should be increased. For example, for an X.25 maximum packet size of 1024, modulo 8 X.25 operation will add 3 bytes of overhead and modulo 8 LAPB operation will add 4 bytes of overhead (the two bytes of CRC are defined to be included). This means that N1 must be at least $1031 \text{ bytes} * 8 = 8248$ .

**%X25-4-PARTIALMAP : Interface [chars], [chars] encapsulation call from [chars] partially mapped to [chars]**

<b>Explanation</b>	An incoming X.25 call specified a protocol that was assigned to a multiprotocol map; the VC will not be able to carry the full set of protocols specified by the map.
<b>Recommended Action</b>	Modify the configuration of the router or the far host to match the encapsulation method used.

**%X25-5-NOBUF : Interface [chars] LCI [dec] [chars]**

<b>Explanation</b>	This is a warning only (the compressed packet was not lost). However, an X.25 packet layer RNR (wait) was generated and packet-level transmission on the LCN will not resume (RR issued) until a decompression buffer becomes available.
<b>Recommended Action</b>	If this message occurs frequently, you may need to modify the buffer pool. Copy the message exactly as it appears, and report it your technical support representative.

**%X25-5-PBPHOLDQ : Interface [chars] LCI [dec] X25 Hold queue needs to be at least default size**

<b>Explanation</b>	An attempt was made to configure the X.25 hold queue to less than the minimum value.
<b>Recommended Action</b>	Configure the X.25 hold queue to be ten or more.

**%X25-5-PBPDBIT : Interface [chars] LCI [dec] PBP Compression does not support X25 D bit**

<b>Explanation</b>	Compression is not enabled because D-bit support is configured for the LCI.
<b>Recommended Action</b>	Reconfigure without D-bit support, or do not attempt to run with compression.

**%X25-3-SYNCBAD : Interface [chars] LCI [dec] Decompression sync error. expected [dec] got [dec]**

<b>Explanation</b>	An internal software error occurred. The PBP header has a sync field. The sync field (8 bits) is checked on each received packet.
<b>Recommended Action</b>	Contact your technical support representative for assistance.

**%X25-3-VERSIONBAD : Interface [chars] LCI [dec] Compression Version mismatch expected [hex] received [hex]**

<b>Explanation</b>	An internal software error occurred. The PBP header has a mismatched version field. The version is checked on each received packet.
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**%X25-3-VERSIONBAD : Interface [chars] LCI [dec] Compression Version mismatch expected [hex] received [hex]**


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**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

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**%X25-3-SIZEBAD : Interface [chars] LCI [dec] Decompression size error**


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**Explanation** An internal software error occurred. The PBP header has an uncompressed packet size field. Each uncompressed packet size is checked against this field.

**Recommended Action** Contact your technical support representative for assistance.

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**%X25-5-PBPNOEND : Interface [chars] LCI [dec] End system not configured for X25 PBP**


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**Explanation** A compression or decompression operation was attempted by a router other than an end router. Only end routers can perform compression and decompression.

**Recommended Action** Reconfigure the routers so that only the end routers in the network perform compression and decompression.

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**%X25-3-COMPERR : Interface [chars] LCI [dec] low-level stac compression error**


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**Explanation** A Stacker compression algorithm internal error or shortage of buffer space was encountered during a compression operation. This should never happen.

**Recommended Action** Report the error to your technical support representative.

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**%X25-4-BADMBIT : Interface [chars], VC [dec], partial data packet has M-bit set**


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**Explanation** This message occurs when a virtual circuit is set up using the default maximum packet sizes, but the DTE and DCE are not configured with the same default values. A packet was received that had the M-bit set, signifying that more data follows, but the packet did not carry the maximum number of bytes allowed. Such partial data packets must have the M-bit cleared. The resulting loss of a message boundary might cause problems for the data recipient.

**Recommended Action** Verify the default flow control parameters of the DTE and the DCE. If this message recurs, call your technical support representative for assistance.

---

**%X25-3-ADDRESSBAD : Interface [chars], x25 address [chars] subaddress %c is too long**

**Explanation** This message occurs when a subaddress is configured. When this subaddress is combined with the interface's X.121 address, the total address exceeds the limit of 15 characters.

**Recommended Action** Reconfigure the subaddress so that this does not happen.

**%X25-3-ERR\_SUBST\_XOT\_DNS\_DEST : Error substituting regular expression for XOT DNS destination pattern**

**Explanation** This message occurs when the regular expression substitute utility fails to arrive at X.25 hostname pattern to be sent to DNS for address resolution

**Recommended Action** Correct the X.25 route command's DNS substitution pattern

**%X25-3-TRUNCATE\_ALT\_XOT\_DNS\_DEST : Truncating excess XOT addresses ([dec]) returned by DNS**

**Explanation** This message occurs when an X.25 route DNS lookup returns more than the 6 permissible XOT destination addresses

**Recommended Action** Review the DNS database entries used for XOT destination lookup for possible modification

**%X25-4-XOTHOSTWRONG : Wrong host ([IP\_address]) for XOT connection to [chars] PVC [dec]; expecting [IP\_address]**

**Explanation** This message occurs when an incoming XOT connection identifies a PVC that is configured for a different host IP address, and whose configuration does not permit connection to a different host.

**Recommended Action** If the host attempting the connection should be allowed, either the remote host should be configured to use a single host address (by adding the xot-source-ifc option), or the local PVC should be configured to accept connections from any host (by using the xot-promiscuous option). If the host attempting the connection should not be allowed, the network administrator should take action appropriate for an attempt to create an unauthorized connection.

**%X25-4-XOTPVCDUPLICATE : Duplicated remote PVC data for {[chars], pvc [dec]} and {[chars], pvc [dec]}**

**Explanation** This message identifies two local XOT PVCs that are defined using duplicate specifications for the connecting remote XOT PVC.

**Recommended Action** This message probably reflects a configuration error; the network administrator should examine the identified PVCs to determine what XOT PVC configuration is required.



**%X25-4-BFEIP : Warning: IP address is missing or incompatible with BFE mode**

<b>Explanation</b>	An interface configured for X.25 BFE mode does not have an IP address configured, or the IP address does not conform to BFE requirements, so cannot be mapped to an X.121 address.
<b>Recommended Action</b>	Please configure a valid Class A IP address for the interface or remove the 'bfe' option from the 'encapsulation x25' command for the interface.

**%X25-3-X25INT : Interface [chars], X.25 internal error [chars]**

<b>Explanation</b>	This is a general message covering numerous internal X25 error conditions. The message text contains additional details that can be used to identify the problem.
<b>Recommended Action</b>	LOG_STD_RECUR_ACTION

**%X25-3-XOTINT : XOT internal error [chars]**

<b>Explanation</b>	This is a general message covering numerous internal error conditions related to XOT. The message text contains additional details that can be used to identify the problem.
<b>Recommended Action</b>	Contact your Cisco technical support representative and provide the representative with the error message text exactly as it appears on the console or in the system log and the output of <b>show version</b> , <b>show running-config</b> , <b>show x25</b> and <b>debug x25</b> commands

**%X25-3-PROFILENO : profile [chars] does not exist**

<b>Explanation</b>	This message occurs when an X.25 interface is configured to use an X.25 profile that does not exist
<b>Recommended Action</b>	Create and configure the x25 profile using <b>x25 profile &lt;name&gt;</b> global subcommand before referencing the profile.

**%X25-3-X25NOCFG : Profile is not configured**

<b>Explanation</b>	This message occurs when an X.25 interface is configured to use an X.25 profile that isn't configured
<b>Recommended Action</b>	Configure the x25 profile using <b>x25 profile &lt;name&gt;</b> global subcommand before referencing the profile.

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**%X25-3-X25ENCINV : [chars]**

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<b>Explanation</b>	This message occurs when configuring an X.25 service.
<b>Recommended Action</b>	LOG_STD_ACTION

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**%X25-3-X25DEENCINV : [chars]**

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<b>Explanation</b>	This message occurs when deconfiguring X.25 service.
<b>Recommended Action</b>	LOG_STD_ACTION

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**%X25-3-INVCFGID : [dec] is not a valid X.25 configuration ID**

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<b>Explanation</b>	This message occurs when an invalid configuration id is used
<b>Recommended Action</b>	LOG_STD_ACTION

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**%X25-5-UPDOWN : Interface [chars] - DLCI [dec] X.25 packet layer state changed to [chars]**

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<b>Explanation</b>	The state of the X.25 context associated with the DLCI changed
<b>Recommended Action</b>	Notification message only. No action required

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**%X25-7-DIAGEVENT : Interface [chars], X.25 diagnostic event, [chars], lci [dec][chars]**

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<b>Explanation</b>	A standard X.25 diagnostic event has been detected. Per Recommendation X.25 a DCE detecting this will send a Diagnostic packet whereas a DTE cannot. The Recommendation defines diagnostic events for packets occurring on an unassigned channel, receipt of some classes of malformed packets, non-standard usage of channel 0 for Call setup or Data traffic, and some protocol timeout events. An unexpected, but benign, diagnostic event may occur when an attached station doesn't respond to a protocol event soon enough; e.g. a timeout waiting for a response to a Call, Clear or Reset sent. The most common malign cause of a diagnostic event is a mismatched configuration of the logical channel ranges between the DTE and DCE stations.
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**%X25-7-DIAGEVENT : Interface [chars], X.25 diagnostic event, [chars], lci [dec][chars]**

**Recommended Action** If an attached station is delaying responses to protocol events, check if the appropriate timeout value is sufficient for expected network behavior, and if the connected station is unduly delaying its response. For unassigned logical channel events, enter the **show x25 interface <CmdItalics>id<NoCmdItalics>** for the reporting station to verify the logical channel assignments configured are correct and operational. These ranges must match those defined on the connected station; refer to the Setting the Virtual Circuit Ranges section of the Cisco IOS Wide-Area Networking Configuration Guide for more information. For the rare case where logical channel 0 is designated for non-standard Call setup or Data traffic, both stations must be configured to reflect that usage. LOG\_STD\_RECUR\_ACTION

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**%X25-7-DIAGRX : Interface [chars], X.25 Diagnostic received, [chars][chars]**

**Explanation** An X.25 diagnostic packet has been received at the DTE from the DCE. Per Recommendation X.25, a DCE station must send a Diagnostic packet when it detects a standard diagnostic event, which the DTE must discard with no protocol action taken; a DTE cannot send a Diagnostic packet. Recommendation X.25 defines diagnostic events for packets occurring on an unassigned channel, receipt of some classes of malformed packets, non-standard usage of channel 0 for Call setup or Data traffic, and some protocol timeout events. An unexpected, but benign, Diagnostic packet may be received when the DTE station doesn't respond to a protocol event soon enough; e.g. the DCE timed out waiting for a response to a Call, Clear or Reset. The most common malign cause of a diagnostic event is a mismatched configuration of the logical channel ranges between the two stations.

**Recommended Action** If an attached station is delaying responses to protocol events, check if the appropriate timeout value is sufficient for expected network behavior, and if the connected station is unduly delaying its response. For unassigned logical channel events, enter the **show x25 interface <CmdItalics>id<NoCmdItalics>** for the reporting station to verify the logical channel assignments configured are correct and operational. These ranges must match those defined on the connected station; refer to the Setting the Virtual Circuit Ranges section of the Cisco IOS Wide-Area Networking Configuration Guide for more information. For the rare case where logical channel 0 is designated for non-standard Call setup or Data traffic, both stations must be configured to reflect that usage. LOG\_STD\_RECUR\_ACTION

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**%X25-5-CALL\_RECORD : [chars]**

**Explanation** This message contains X.25 call record information.

**Recommended Action** No action is required.

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# XCCTSP\_VOICE through ZONE

- [XCCTSP\\_VOICE](#)
- [XCONNECT](#)
- [XDR](#)
- [ZONE](#)

## XCCTSP\_VOICE

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### **%XCCTSP\_VOICE-3-UNDEFVOICEINTRF : Invalid voice interface slot/controller:group([dec]/[dec]:[dec])**

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**Explanation** The voice interface defined by controller:group is not yet defined within the voice software but attempts were made to use this interface.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

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### **%XCCTSP\_VOICE-3-UNDEFDSX0 : Undefined dsx0 interface for controller([dec])**

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**Explanation** The dsx0 interface for the specified controller is not defined but the voice software use it.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

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### **%XCCTSP\_VOICE-3-NOSDB : No signaling data block is available to build the voice interface([dec]/[dec]:[dec]) or DSP may not be present**

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**Explanation** The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system may be out of memory.

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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### **%XCCTSP\_VOICE-3-ADDINTRFFAIL : The Voice Telephony Service Provider has rejected our request to add this voice interface ([dec]/[dec]:[dec])**

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**Explanation** The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider

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**%XCCTSP\_VOICE-3-ADDINTRFFAIL : The Voice Telephony Service Provider has rejected our request to add this voice interface ([dec]/[dec]:[dec])**

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%XCCTSP\_VOICE-3-NOMEM : No memory is available to build the voice interface ([dec]:[dec])**

**Explanation** The voice software was unable allocate memory to build a voice interface data structure. The system may be out of memory.

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%XCCTSP\_VOICE-3-MALLOC : No memory is available to build any internal data structure for the voice software.**

**Explanation** The voice software was unable allocate memory to build any internal data structures. The system may be out of memory.

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%XCCTSP\_VOICE-3-NOTDMCHNL : XCCTSP failed to get a free dsp tdm channel from the DSP Resource Manager (DSPRM) to handle an incoming call**

**Explanation** The voice software was unable to obtain the tdm channel for a free dsp from the DSP Resource Manager. All of the dsp's have been used to process calls, or have been taken out of service.

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**%XCCTSP\_VOICE-3-NOTDMCHNL : XCCTSP failed to get a free dsp tdm channel from the DSP Resource Manager (DSPRM) to handle an incoming call**

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%XCCTSP\_VOICE-3-NOVOICEVDEV : Cannot find the voice data block which matches an asynchronous response for a call.**

**Explanation** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%XCCTSP\_VOICE-3-OUTOFRANGE\_CTRL : Going out of range for controller number for the slot subslot [dec], ctrl\_num [dec]**

**Explanation** Internal software fault. Contact your field service representative

**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 may help identify the nature of the error. Also perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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## XCONNECT

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**%XCONNECT-3-ILLEGAL : [chars]**

**Explanation** An illegal event has been processed by the xconnect subsystem.

**Recommended Action** No action is required.

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**%XCONNECT-3-CONFIG : [chars]**

<b>Explanation</b>	An invalid xconnect configuration or an error in processing xconnect configuration has occurred.
<b>Recommended Action</b>	No action is required.

**%XCONNECT-5-REDUNDANCY : [chars]**

<b>Explanation</b>	An event has occurred that has caused the xconnect redundancy facility to generate a switchover event to the specified backup member
<b>Recommended Action</b>	No action is required.

**%XCONNECT-5-PW\_STATUS : [chars]**

<b>Explanation</b>	An event has occurred that has caused the pseudowire to change status
<b>Recommended Action</b>	No action is required.

**%XCONNECT-5-PW\_STATUS\_LOST : [chars]**

<b>Explanation</b>	The system is dropping PW_STATUS messages because the status queue is full
<b>Recommended Action</b>	No action is required.

**XDR****%XDR-3-XDRIPC : XDR IPC error on multicast-group [hex] due to [chars].**

<b>Explanation</b>	A general IPC related error occurred which may prevent transfer of data to other peers using the IPC mechanism
<b>Recommended Action</b>	Get the output of show xdr multicast immediately after this error. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-6-XDRIPCPEER : XDR IPC error occurred for peer in slot [chars] due to [chars][chars].**

<b>Explanation</b>	A general IPC related error occurred which may prevent transfer of data to other peers using the IPC mechanism
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**%XDR-6-XDRIPCPEER : XDR IPC error occurred for peer in slot [chars] due to [chars][chars].**

<b>Recommended Action</b>	Get the output of show xdr multicast and show xdr linecard immediately after this error. Copy the message exactly as it appears, and report it to your technical support representative.
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**%XDR-2-XDRDISABLEREQUEST : Peer in slot [chars] requested to be disabled due to: [chars]. Disabling linecard**

<b>Explanation</b>	Due to some error condition the linecard has requested to be disabled
<b>Recommended Action</b>	Execute clear xdr linecard from the RP followed by clear xdr channel on the linecard in question to clear the error condition. If the problem persists get the output of show monitor event-trace xdr all from the RP and the linecard in question and report it to your technical support representative.

**%XDR-2-XDRLCDISABLEREQUEST : Client [chars] requested to be disabled. [chars]**

<b>Explanation</b>	Due to some error condition the linecard has requested to be disabled
<b>Recommended Action</b>	Execute clear xdr linecard from the RP followed by clear xdr channel on the linecard in question to clear the error condition. If the problem persists get the output of show monitor event-trace xdr all from the RP and the linecard in question and report it to your technical support representative.

**%XDR-3-XDRNOMEM : XDR failed to allocate memory during [chars] creation.**

<b>Explanation</b>	Allocation of memory by the XDR subsystem failed. This may result in an unpredictable behavior of XDR
<b>Recommended Action</b>	Make sure that there is enough memory for the operations being performed by your machine. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-PULLSENFFAIL : Sending data for pull client [chars] to [chars] failed due to slot(s) [chars] not being in group [hex] of slot(s) [chars]**

<b>Explanation</b>	Data sending for an XDR pull client failed for the reason specified. The data was not sent.
<b>Recommended Action</b>	LOG_STD_SH_CMD_ACTION(show xdr multicast-group)

**%XDR-3-NONINCRSEQ : Non-increasing maximum sequence ([dec], was [dec]) received from slot [chars]**

<b>Explanation</b>	Internal software error. May result in unpredictable behaviour.
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**%XDR-3-NONINCRSEQ : Non-increasing maximum sequence ([dec], was [dec]) received from slot [chars]**

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION(show xdr linecard)

**%XDR-3-BADSEQVAL : Incorrect maximum sequence calculated ([dec], was [dec]) for slot [chars] with [dec] out of [dec] buffers available**

**Explanation** Internal software error. May result in unpredictable behaviour.

**Recommended Action** LOG\_STD\_SH\_CMD\_ACTION(show xdr linecard)

**%XDR-6-ISSUBADRCVTFM : Failed to rcv\_transform message - slot [chars], reason: [chars]**

**Explanation** Unable to perform ISSU transform on incoming XDR header. Message will be ignored

**Recommended Action** Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-6-ISSUBADTXTFM : Failed to xmit\_transform message - slot [chars], reason [chars]**

**Explanation** Unable to perform ISSU transform on outgoing XDR header. Message will be ignored

**Recommended Action** Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-ISSUBADREGPARAMS : XDR client [chars] trying to register with incomplete ISSU support.**

**Explanation** This client does not properly support ISSU and will be registered as not supporting ISSU.

**Recommended Action** We cannot allow a client to register with partial ISSU support so it will be registered without it. Please report this message to your technical support representative.

**%XDR-3-ISSUCAPNEGOFAIL : XDR client [chars] failed to [chars] capability/ies due to [chars]**

**Explanation** Internal software error - capability negotiation failed unexpectedly.

**Recommended Action** Copy the message exactly as it appears and report it to your technical support representative

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**%XDR-3-ISSUINITFAIL : Unable to register XDR ISSU [chars], reason: [chars]**


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<b>Explanation</b>	Unable to register the given XDR ISSU parameter due to the reason given. This will stop ISSU working for this client and may lead to unpredictable behaviour.
<b>Recommended Action</b>	Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-6-ISSUCLIENTABSENT : XDR client [chars] absent on slot [chars]. Client functionality may be affected.**


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<b>Explanation</b>	The remote slot doesn't support this ISSU client. The software will handle this by reducing client functionality locally to continue in SSO mode, or by forcing the remote peer into RPR mode as appropriate. This is expected behaviour in ISSU-capable systems.
<b>Recommended Action</b>	No action required. This message just indicates that certain functionality may be reduced due to running different images together.

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**%XDR-3-ISSU\_ENUM\_ERROR : Enum for [chars] ([chars] component) is not ISSU-compliant: [chars]**


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<b>Explanation</b>	The given enumeration is not ISSU-compliant for the reason given. Unpredictable behaviour will result when interoperating with different IOS versions.
<b>Recommended Action</b>	This requires a code fix before the image can be shipped or ISSU will be broken.

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**%XDR-3-CLIENTISSUBADGROUP : New m/cast group (slots [chars]) has multiple members before nego complete.**


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<b>Explanation</b>	A new multicast group has been created with multiple slots before ISSU negotiation for each client has completed. This will lead to unpredictable results.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSUBADNEGOMSG : Unexpected nego msg - slot [chars], XDR client [chars], ctxt [dec]**


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<b>Explanation</b>	XDR has received a negotiation message unexpectedly as this client is either not ISSU aware or has already completed negotiation for this slot. This is likely a precursor to unpredictable behaviour for this client.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSUSENDFAILED : Can't send XDR client ISSU nego msg: reason [chars], slot [chars], XDR client [chars]**


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<b>Explanation</b>	XDR has failed to send an ISSU negotiation message for the given client. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable behaviour.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Also copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSUSTARTNEGOFAIL : Can't start nego: reason [chars], slot [chars], XDR client [chars], sid [dec]**


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<b>Explanation</b>	XDR has failed to start ISSU negotiation with the remote slot for the reason given. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable behaviour.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Also copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-6-CLIENTISSUBADRCVTFM : Failed to rcv\_transform message - from slot [chars], XDR client [chars], context [dec]**


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<b>Explanation</b>	Cannot perform ISSU receive transform. This is likely due to a failure in negotiation earlier, or when one side of an ISSU-enabled XDR connection is out of sync with the other.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-6-CLIENTISSUBADTXTFM : Failed to xmit\_transform message - to slot [chars], XDR client [chars], context [dec]**


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<b>Explanation</b>	Cannot perform ISSU transmit transform. This is likely due to a failure in negotiation earlier, or when one side of an ISSU-enabled XDR connection is out of sync with the other.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSUNEGATIVEPADDING : Negative padding for [chars], slots [chars], msg [dec] (padded: [dec], unpadded: [dec])**


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<b>Explanation</b>	Internal error. Mismatch of internal data structures.
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**%XDR-3-CLIENTISSUNEGATIVEPADDING : Negative padding for [chars], slots [chars], msg [dec] (padded: [dec], unpadded: [dec])**

**Recommended Action** Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSUNEGONOTDONE : Attempting to push send XDR message ([dec]) to slots [chars] for [chars] before nego complete.**

**Explanation** Internal error. May result in unpredictable behaviour.

**Recommended Action** Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-6-CLIENTISSUUNREG : Failed to unregister session - XDR client [chars], slot [chars], reason [chars]**

**Explanation** Unable to unregister this session. This will likely cause problems when reregistering and should be reported.

**Recommended Action** Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSU\_REGERROR : ISSU client [chars] ([dec]), entity [dec], failed ISSU registration: [chars]**

**Explanation** ISSU negotiation failed for this XDR client.

**Recommended Action** This error indicates a coding problem. It is an error that will occur every time this image is run, and requires a code change to fix it.

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**%XDR-3-ISSU\_NEGOFAIL : ISSU negotiation failed for XDR, slot [chars], reason: [chars]**

**Explanation** ISSU negotiation failed. XDR on this and the remote slot cannot interoperate. Syncing of information to/from this slot for all XDR clients will not be allowed.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-PRIOCLIENTISSU\_NEGOFAIL : ISSU negotiation failed for XDR client [chars], slot [chars], reason: [chars]**

**Explanation** ISSU negotiation failed for a core XDR client. XDR on this and the remote slot cannot interoperate in SSO mode. Syncing of information to/from this slot will not happen for any XDR client.

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**%XDR-3-PRIOCLIENTISSU\_NEGOFAIL : ISSU negotiation failed for XDR client [chars], slot [chars], reason: [chars]**

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSU\_NEGOFAIL : ISSU negotiation failed for XDR client [chars], slot [chars], reason: [chars]**

**Explanation** ISSU negotiation failed. This XDR client on this and the remote slot cannot interoperate in SSO mode. Syncing of information to/from this slot will not happen for this and dependent clients. See output of show xdr multicast for full details.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSU\_FOF\_REGERROR : ISSU client [chars] ([dec]), entity [dec], message [dec] ([chars]), failed ISSU FOF registration: [chars], reason: [chars],**

**Explanation** This ISSU client has a message containing a foreign field owned by another client and failed to register this dependency.

**Recommended Action** This error indicates a potential coding problem. It is an error that may occur every time this image is run, and may require a code change to fix it.

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**%XDR-3-CLIENTISSU\_FOF\_NEGOFAIL : ISSU negotiation failed for FOF client [int], for peer [chars] (ISSU peer [dec]), blocking ISSU client [chars] ([dec]) reason - [chars]**

**Explanation** ISSU negotiation failed for a client which has registered ISSU FOF client dependencies. The dependent clients on this and the remote slot cannot interoperate in SSO mode. Syncing of information to/from this slot will not happen for this and the dependent clients. See output of show xdr multicast for full details.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-BYPASSFOFNEGO : Bypassing FOF ISSU client [chars] ([int]) nego for XDR client [chars], slot [chars] as FOF ISSU client is not present in [chars] image.**

**Explanation** This XDR client has a dependency on another ISSU client due to having foreign-owned-fields. As the ISSU client that owns the foreign-owned fields is not in the image the XDR client will not wait for that client to finish ISSU negotiation. Appearance of this error message indicates that work is required to add the missing client to the image.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSU\_NEGOREGERROR : XDR client [chars], failed ISSU negotiation result notification registration for ISSU client [chars] ([dec]), reason: [chars],**

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<b>Explanation</b>	This client has dependency on the successful ISSU negotiation of another client and failed to register this dependency
<b>Recommended Action</b>	This error indicates a potential coding problem. It is an error that may occur every time this image is run, and may require a code change to fix it.

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**%XDR-3-CLIENTISSU\_NEGOUNREGERROR : Failed to unregister ISSU negotiation result notification registration for ISSU client [chars] ([dec]), reason: [chars],**

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<b>Explanation</b>	This client has dependency on the successful ISSU negotiation of another client and failed to unregister this dependency when not required.
<b>Recommended Action</b>	This error indicates a potential coding problem. It is an error that may occur every time this image is run, and may require a code change to fix it.

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**%XDR-6-CLIENTNOTREGONRP : Client [chars] has registered on slot [chars] before RP.**

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<b>Explanation</b>	XDR client has registered on non-RP card before RP card. If this has occurred while toggling the client's registration status rapidly then it may be a transient problem and will resolve itself. If not, then the client's status may be unpredictable, and ISSU negotiation (if platform is ISSU-aware) may not take place correctly.
<b>Recommended Action</b>	Verify whether the client's registration status is the same on both the RP and the card on which the problem is reported by comparing the output of 'show xdr client all' to see if the client is present or absent in BOTH. If so, and no other error messages have been seen, then this is a transient issue and no further action is required. Otherwise, copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-XDROOS : Received an out of sequence IPC message. Expected [dec] but got [dec] from slot [chars].**

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<b>Explanation</b>	An out of sequence IPC message was received
<b>Recommended Action</b>	We weren't meant to get the IPC message we did. From this point onwards IPC can't be relied on. Copy the message exactly as it appears, and report it to your technical support representative.

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**%XDR-3-CLIENTISSUNOMSGGRP : Cannot determine ISSU message group for slot [dec]. Unknown [chars]**

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<b>Explanation</b>	Not able to determine the set of ISSU messages to be used between local and remote slot, due to not being able to determine linecard type for one or other slot. This might be due to a new linecard type.
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**%XDR-3-CLIENTISSUNOMSGGRP : Cannot determine ISSU message group for slot [dec]. Unknown [chars]**

<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.
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**%XDR-6-XDRREGISTRATION : XDR failed to register [chars] client due to [chars]**

<b>Explanation</b>	Failure to register the said XDR client.
<b>Recommended Action</b>	A failure occurred which prohibits the XDR client from registering with the core. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-6-XDRINVALIDHDR : XDR for client ([chars]) dropped (slots:[chars] from slot:[chars] context:[int] length:[int]) due to: [chars]**

<b>Explanation</b>	The XDR message was dropped for the reason given.
<b>Recommended Action</b>	If the failure was due to an invalid context for the CEF push client and occurred during an ISSU upgrade then it may be safely ignored. Otherwise: LOG_STD_ACTION

**%XDR-6-XDRINVALIDHDRISSU : XDR ISSU negotiation message for client ([chars]) dropped (slots:[chars] from slot:[chars] context:[int] length:[int]) due to: [chars]**

<b>Explanation</b>	The XDR ISSU negotiation message was dropped for the reason given.
<b>Recommended Action</b>	If the message occurred during an ISSU upgrade then it may be safely ignored. Otherwise: LOG_STD_ACTION

**%XDR-6-XDRMCASTINIT : XDR mcast subsystem initialisation error: [chars]**

<b>Explanation</b>	XDR non functional.
<b>Recommended Action</b>	A failure occurred which prohibits the XDR client from registering with the core. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-CLIENTISSU\_PUSHFAIL : Attempting to push send XDR message ([chars]) to slots [chars] via XDR client [chars] failed due to [chars][chars]**

<b>Explanation</b>	Internal error. May result in unpredictable behaviour.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show issu message types [XDR client ISSU ID]. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-XDRMCASTJOIN : Attempt to join [chars] to [chars] failed because client [chars] returned an error**

<b>Explanation</b>	Internal error. May result in unpredictable behaviour.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show monitor event-trace xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-XDRMCASTJOINREQ : Client [chars] returned an invalid response to a join request for groups [chars] and [chars]**

<b>Explanation</b>	Internal error. May result in unpredictable behaviour.
<b>Recommended Action</b>	Get the output of show xdr multicast, show xdr client all and show monitor event-trace xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-MSGSIZEFAIL : The IPC message size is out of bounds The ipc\_msg\_size is : [dec] while the maximum size we can handle is the XDR\_IPC\_BUFFER\_SIZE : [dec] .**

<b>Explanation</b>	The size of the IPC message that was received is out of bounds
<b>Recommended Action</b>	We were not meant to get the IPC message we did. The size of the IPC message is larger than the maximum size that can be handled. This is probably due to communication incompatibility issues between the active and the standby RPs. Please report it to your technical support representative.

**%XDR-3-XDRMCAST\_PEER\_BINDING : XDR peer [chars] bind to group [chars] (was bound to [chars]): [chars]**

<b>Explanation</b>	Internal error. May result in unpredictable behaviour.
<b>Recommended Action</b>	Get the output of show xdr multicast, and show monitor event-trace xdr all. Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-XDRMCASTGRPINVALID : Invalid XDR multicast group for slot(s) [chars]: [chars]**

<b>Explanation</b>	Internal error. May result in unpredictable behaviour.
<b>Recommended Action</b>	Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-ILLEGAL\_CAP\_TYPE : Illegal ISSU capability type ([dec]) for XDR client [chars]**

<b>Explanation</b>	Capability type requested is invalid. The named XDR client may not function as expected.
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**%XDR-3-ILLEGAL\_CAP\_TYPE : Illegal ISSU capability type ([dec]) for XDR client [chars]**

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-ILLEGAL\_CAP\_VALUE\_CHANGE : ISSU capabilities for peers running same IOS version must be supported.**

**Explanation** Basic assumption is that all peers running the same IOS version as the active RP will support the same ISSU capabilities as the active RP. This is an attempt to mark one such peer as not supporting all capabilities. This will break assumptions in XDR ISSU code and cannot be allowed. The traceback will indicate the offending XDR client.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-MISMATCHED\_ISSU\_CAPABILITY\_INFO : [chars]: [chars]**

**Explanation** ISSU-aware XDR clients may have capabilities to negotiate. They can ask XDR to manage the state of these, but must provide all relevant supporting functions to do so. In this case, the given client has not done so.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-ONINT : Invalid operation [chars] at interrupt level by XDR client [chars]**

**Explanation** Invalid operation at interrupt level

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**%XDR-3-FRAG\_CLIENT\_NOT\_ALLOWED : Received an XDR fragment from client [chars], slot [chars], which is not allowed to send fragments**

**Explanation** Certain clients are restricted by XDR from fragmenting their data, yet such a fragment was received received.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit (<https://bst.cloudapps.cisco.com/bugsearch/>). If you still require assistance, open a case with the Technical Assistance Center via the Internet (<https://mycase.cloudapps.cisco.com/case>), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%XDR-3-DATA\_TOO\_LARGE : Data length [dec] exceeds limit of [dec] bytes**


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<b>Explanation</b>	An attempt was made by a client to send XDR data that was over the given length limit, which caused the send to fail.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%XDR-4-FAILATTEMPTOPENIPCPORT : Attempt to open the IPC ports failed. [chars]**


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<b>Explanation</b>	XDR failed an attempt to open the IPC port to communicate to the specified peer
<b>Recommended Action</b>	No action is required.

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**ZONE**


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**%ZONE-4-API : Zone [chars] [chars][chars] [chars] failed to notify the data plane**


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<b>Explanation</b>	The notification of a zone operation has failed to update the data plane and as such the application of the zone information within the object will not be applied to the data plane. It is also possible that the common classification may fail to locate and bind to the zone rendering the configuration inconsistent in terms of application.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Issue the <b>show memory</b> command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%ZONE-6-CONFIG : Zone security [chars] is removed due to VRF config change on interface [chars]**


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<b>Explanation</b>	The notification of a zone is removed from an interface due to a vrf is removed from the interface
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Issue the <b>show running</b> command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ), or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%ZONE-4-LICENSE : License smart enable and zone-license enable should be enabled first**

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<b>Explanation</b>	The notification indicates that zone smart license should be enabled
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Issue the <b>show running</b> command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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**%ZONE-4-BINDING : Zone VPN Bind [chars] [chars] [dec] [chars] failed to notify the data plane**

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<b>Explanation</b>	The notification of a zone vpn operation has failed to update the data plane and as such the application of the zone vpn information within the object will not be applied to the data plane.
<b>Recommended Action</b>	Copy the error message exactly as it appears on the console or in the system log. Issue the <b>show zone security</b> command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit ( <a href="https://bst.cloudapps.cisco.com/bugsearch/">https://bst.cloudapps.cisco.com/bugsearch/</a> ). If you still require assistance, open a case with the Technical Assistance Center via the Internet ( <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a> ) , or contact your Cisco technical support representative and provide the representative with the gathered information.

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